Workspace Desktop Edition Deployment Guide

Miscellaneous Options

12/27/2025

Miscellaneous Options

Contents

Miscellaneous

alert.timeout

- Default Value: 10
- Valid Values: A positive integer value.
- Changes take effect: Specifies the duration, in seconds, of the contextual warning messages that are displayed in the windows of the application. The value 0 means that message notifications are not automatically closed and must be closed manually.

application.available-layouts

- Default Value: `main-window,gadget`
- Valid Values: `main-window`, `gadget`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the Main Window and/or the Gadget views are available on launch. If this option is left blank, neither view is accessible at launch time. The user will have to open the application from the system tray. The first item in the list defines the default view at the initial start up.

case-data.float-separator

- Default Value: `""`
- Valid Values: A valid float separator. Typical float separators are: '.' (period), ',' (comma), and '\' (backslash).
- Changes take effect: Immediately.
- Description: Specifies the float separator that is used for Case data. This option should be used when the decimal symbol in the regional settings of the agent workstation is different from the one in the attached data.

channel-information.window-title

- Default Value: `$Window.Title$`
- Valid Values: `$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$, $Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Defines the title of the window that prompts for place and media login data that appears in the Windows Task Bar by specifying a string that contains the following field codes: `$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$, $Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$` If all field codes are empty, the following field codes are used:

```
$Window.Title$
```

editor.font-size-units

Added: 8.1.40x.xx

- Default Value: `point`
- Valid Values: A valid font size unit. The following units are supported: `pixel`, `point`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether points or pixels are used for the units of font size in the Rich Editor view for e-mail and other rich text based interactions.

> ### Important
> Font size is always stored in pixels in the configuration layer. This option defines how font size is displayed.

interaction-bar.detail-tooltip.max-height

- Default Value: 164
- Valid Values: An integer value greater than or equal to 0.
- Changes take effect: Immediately.
- Description: Sets the maximum height, in pixels, of the tooltip for interaction details of Interaction Bar items. The tooltip can contain the chat transcript, the body of an e-mail and so on.

license.lrm-enabled

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the Interaction Workspace signature is recognized by Genesys License Reporting Manager.

logout.enable-exit-on-logoff-error

- Default Value: `true`
- Valid Values: `true,false,prompt`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can log out from the application even if one of the voice channel log offs resulted in an error. The value `prompt` allows the agent to log out of the application if a

log off channel error occurs. The agent is first prompted for confirmation before logging out the application.

options.record-option-locally-only

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the display settings for the agent are stored locally or in the agent annex.

presence.evaluate-presence

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specify whether to evaluate presence or not. Set this option to `true` if presence has to be evaluated for agents, agent groups, T-Server queues, routing points, and interaction queues.

printing.use-print-preview

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: Immediately.
- Description: Specifies whether a print preview is shown when the user request to print a document. If set to `true` the Print Preview window is displayed when an agent clicks **Print**. If set to `false` the standard system print dialog box is displayed.

sounds.preloadfiles

Added: 8.1.40x.xx

- Default Value: `Sounds\Ring.mp3`
- Valid Values: A comma-separated list of valid Windows directory paths and file names.
- Changes take effect: At the next interaction.
- Description: Specifies the name and location in the application folder of audio files that are to be pre-loaded when an agent logs in. For Example: "Sounds\Ring.mp3,Sounds\bell.mp3,Sounds\chord.mp3,Sounds\warning.mp3". The audio files are defined by the options that control sounds, such as voice.ringing-bell and chat.new-message-bell. Files that are not specified by this option are loaded whenever they are needed.

system-tray.tooltip

- Default Value: `$Application.Title$`

- Valid Values: `$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,`
  `$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$`

- Changes take effect: When the application is started or restarted.

- Description: Defines the tooltip of the Interaction Workspace system tray icon by specifying a string that
  contains the following field codes:
  `$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,`
  `$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$`
  If all field codes are empty, the following field codes are used:
  `$Window.Title$`

teamlead.monitoring-scope

Added: 8.1.30x.xx

- Default Value: `call`

- Valid Values: `agent, call`

- Changes take effect: Immediately.

- Description: Specifies the scope of monitoring that is to be used for voice interactions in environments
  that use SIP Server. If the value `call` is specified, the supervisor remains on the call until it is finished.
  This mode enables barge-in. If the value `agent` is specified, the system disconnects the supervisor
  automatically from the call when the monitored agent leaves the call. In this mode, the barge-in
  operation is not possible.