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# Workspace Desktop Edition Deployment Guide

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4/2/2025

## Section interaction-workspace

These options can be configured on the Interaction Workspace Application object, a Tenant, a Group, or an Agent Group. The options are grouped into the following categories:

- **Accessibility** -- Options that enhance the application for hearing and visually impaired agents
- **Active Recording** -- Options that control how agents use Active Call Recording.
- **Agent status** -- Options that control how agents set their Ready status
- **Broadcast** -- Options that control how broadcast messages appear and behave
- **Business Continuity** -- Options that control the behavior of Interaction Workspace during a long term loss of connection to the primary host site.
- **Chat** -- Options that control the appearance and behavior of the Chat interface
- **Contact** -- Options that control contact management
- **Disaster Recovery** -- Options that control the behavior of Interaction Workspace during a long term loss of connection to the primary host site. See **Business Continuity** options.
- **Display formats** -- Options that control the appearance of various text elements in the various application windows
- **Editor** — Options that control the display of fonts in text editor boxes in Workspace.
- **E-Mail** -- Options that control the appearance and behavior of the E-Mail interface
- **Expression** -- Options that control the parsing of phone numbers in contact interaction
- **Gadget and Statistics Gadget** -- Options that control the use and appearance of the Gadget and Statistics Gadget
- **General** -- Options that control the general behavior of Interaction Workspace.
- **IM** -- Options that control the appearance and behavior of the Internal Instant Messaging interface
- **Interaction** -- Options that control the behavior and appearance of various elements related to the Interaction window
- **Interaction Management** -- Options that control the way that Team Leads view and manage interactions in Queues and Workbins for their team members.
- **Intercommunication** -- Options that control the routing of internal IM and voice interactions
- **Keyboard** -- Options that enable keyboard shortcuts
- **KPI** -- Options that control the display of My Statistics (KPIs) on the agent Workspace
- **Log** -- Options that control logging of the application
- **Login** -- Options that control the appearance and behavior of the agent login window
- **Main view** -- Options that control the behavior of the Main Window
- **Open Media** -- Options that enable open media features
- **Outbound** -- Options that enable agents to participate in outbound campaigns
- **Security** -- Options that control the timing and behavior of the keyboard and mouse inactivity timeout

feature and other security features

- **SIP Endpoint** -- Options that control the functionality and display of Interaction Workspace SIP Endpoint enabled interactions
- **SMS** -- Options that control the appearance and behavior of the SMS interface
- **Spellchecker** -- Options that control the use of corporate dictionaries in the spelling check feature
- **Standard Responses** -- Options that control the functionality and display of the Response view
- **Statistics** -- Options that control the display of contact center statistics on the agent Workspace
- **Team Communicator** -- Options that control the appearance and behavior of the Team Communicator
- **Toast (Interactive Notification)** -- Options that control the appearance and behavior of the interaction preview Interactive Notification
- **View** -- Options that control the tab order and activation order of windows and menus.
- **Voice** -- Options that control various features of the Voice channel
- **Web Callback** -- Options that control the various features of the Web Callback channel
- **Webproxy** -- Options that control the use of a Webproxy for environments where Internet proxies require user authentication
- **Workbin** -- Options that control various features of Workbins
- **Workitem** -- Options that control various features of the Workitem channel
- **Miscellaneous** -- Options that control the appearance of the Interaction Workspace application windows, the recording of options, the evaluation of presence, the enabling of RBAC, and many other miscellaneous features