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Workspace Desktop Edition Deployment Guide

Configuration Options Reference

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Configuration Options Reference

Important

For the most up to date information about Workspace configuration options, refer to the Genesys Configuration Options Database.

- [Search for options](#)
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This article is an appendix of Workspace configuration options, grouped by Configuration Section. This category contains the following sections:

- [Introduction To Configuration Options](#)
- [Section: interaction-workspace](#)
- [Section: interaction-queue-presence](#)
- [Section: queue-presence](#)
- [Section: routing-point-presence](#)
- [Section: KPIName](#)
- [Section: ObjectStatisticName](#)
- [Not Ready Reason Codes](#)
- [Role Privileges](#)

Important

All options in the [interaction-workspace section](#) can be defined hierarchically at the following levels:

- Application
- Tenant
- Agent Group
- User (agent)

As you move down the hierarchy, the option setting overrides the previous level. That means that the value that you set for a User overrides what has been configured for the same option at a higher level, such as the value specified for the Agent Group of which the agent is a member.

The values specified for many options can also be [overridden by Routing Strategies](#) that reference Transaction objects.

For detailed information on this topic, refer to [Configuration And Administration By Using Options And Annexes](#).