



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Deployment Guide

Case Information editing

4/14/2025

Case Information editing

For a discussion of Case Information refer to the **Case** tab of the [Handling Interactions](#) topic. Case related configuration options are listed [here](#). Case data privileges are discussed [here](#).

Procedure

Configuring the Workspace application to enable an agent to edit case information

Purpose:

To enable an agent to edit the contents of case information.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View, or Genesys Administrator Extension.
- A working knowledge of Genesys Administrator Extension.
- A Workspace Application object exists in the Configuration Database.
- One or more custom Case Information Business Attributes in the Configuration Layer.

Start

1. In Genesys Administrator Extension, open a Case Information Business Attribute.
2. In the Attributes Values tab, open an attribute value.
3. Select the Options tab.
4. Add a new section named interaction-workspace.
5. Configure the option according to the values in the table **Editing Case Information** in the **Case** tab of the [Handling Interactions](#) topic.
6. Save your updates.

End