



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

IM options

5/10/2025

# IM options

## Tip

For the most up to date Workspace Desktop Edition configuration options, see the [Genesys Configuration Option Database](#).

- im.agent.prompt-color
- im.agent.text-color
- im.auto-answer
- im.new-message-bell
- im.other-agent.prompt-color
- im.other-agent.text-color
- im.prompt-for-end
- im.ringing-bell
- im.simple-transcript
- im.system.text-color
- im.time-stamp
- im.toast-timeout

## Related Resources

The following topics discuss the implementation of these options:

- [Instant Messaging](#)
- [Communicating inside your business](#)
- [IM privileges](#)