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
> - Browse options

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.