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Workspace Desktop Edition Deployment Guide

[Email options](#)

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Email options

[**Modified:** 8.5.143.08]

Tip

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

- email.attachment-download-timeout
- email.auto-answer
- email.auto-answer.enable-reject
- email.auto-answer.timer
- email.can-change-text-direction
- email.default-queue
- email.forward.enable-cc-addresses
- email.forward.enable-instructions
- email.forward.enable-multiple-to-addresses
- email.forward-queue
- email.from-addresses
- email.from-addresses.force-default-on-reply
- email.html-format
- email.include-original-text-in-reply
- email.include-standard-response-subject-on-insert
- email.inline-forward-prefix
- email.inline-forward-queue
- email.mandatory-subject
- email.max-attachments-size
- email.move-inbound-to-in-progress-workbin-on-reply
- email.outbound.copy-editable-case-data-in-inbound
- email.outbound-queue
- email.outbound.editable-bcc-addresses
- email.outbound.editable-cc-addresses
- email.outbound.editable-to-addresses
- email.prompt-for-done
- email.pull-from-history-is-enabled
- email.qa-review-dispositions-business-attribute
- email.quote-char
- email.quote-header
- email.reply-copy-category-id
- email.reply-format
- email.reply-prefix
- email.restricted-attachment-file-types
- email.resend-prefix
- email.ringing-bell
- email.set-ownerid-on-send
- email.signature
- email.toast-information-key

Related Resources

The following topics discuss the implementation of these options:

- [Email](#)
- [E-Mail Privileges](#)
- [Email Quality Assurance](#)