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Workspace Desktop Edition Deployment Guide

Case Information editing

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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