

GENESYS

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Workspace Desktop Edition Deployment Guide

KPI options

KPI options

Tip

For the most up to date Workspace Desktop Edition configuration options, see the Genesys Configuration Option Database.

- kpi.displayed-kpis
- · kpi.refresh-time
- kpi.show-agent-groups

Related Resources

The following topics discuss the implementation of these options:

- KPIs and Contact Center Statistics
- Section KPI Name
- Statistics Gadget options