GENESYS™

Workspace Desktop Edition Deployment Guide

Section interaction-workspace

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

These options can be configured on the following Configuration Layer objects:

- Workspace Application object
- Tenant
- Agent Group
- Agent

The options are grouped into the following categories:

- **Accessibility**: Options that enhance the application for hearing and visually impaired agents
- **Active Recording**: Options that control how agents use Active Call Recording and Screen Capture functionality.
- **Agent status**: Options that control how agents set their Ready status
- **Alert**: Options that control the display of warning messages.
- **Application**: Options that control the default window display behavior.
- **Broadcast**: Options that control how broadcast messages appear and behave
- **Business Continuity**: Options that control the behavior of Workspace during a long term loss of connection to the primary host site.
- **Callback Options**: Options that control the various features of the Callback view.
- **Case Data**: Options that control the display of Case Data.
- **Channel Information**: Options that control the display of the media prompt window.
- **Chat**: Options that control the appearance and behavior of the Chat interface
- **Chatserver**: Options that control the connectivity parameters, like ADDP settings, between Workspace and Chat Server.
- **Contact**: Options that control contact management
- **Disaster Recovery**: Options that control the behavior of Workspace during a long term loss of connection to the primary host site. See Business Continuity options.
- **Display formats**: Options that control the appearance of various text elements in the various application windows
- **E-Mail**: Options that control the appearance and behavior of the E-Mail interface

- **Editor**: Options that control the display of fonts in text editor boxes in Workspace.

- **eServices**: Options that control the use of eServices licenses

- **Expression**: Options that control the parsing of phone numbers in contact interaction

- **Statistics Gadget**: Options that control the use and appearance of the Statistics Gadget

- **General**: Options that control the general behavior of Workspace.

- **GUI**: Options that control the availability of themes in the user interface.

- **IM**: Options that control the appearance and behavior of the Internal Instant Messaging interface

- **Interaction**: Options that control the behavior and appearance of various elements related to the Interaction window

- **Interaction Bar**: Options that control the display of the Interaction Bar.

- **Interaction Management**: Options that control the way that Team Leads view and manage interactions in Queues and Workbins for their team members.

- **Intercommunication**: Options that control the routing of internal IM and voice interactions

- **Keyboard**: Options that enable keyboard shortcuts

- **KPI**: Options that control the display of My Statistics (KPIs) on the agent Workspace

- **License**: Options that control how Workspace interacts with License Reporting Manager.

- **Log**: Options that control logging of the application

- **Login**: Options that control the appearance and behavior of the agent login window

- **Logout**: Options that control the behavior of agent log out from Workspace.

- **Main view**: Options that control the behavior of the Main Window

- **Open Media**: Options that enable open media features

- **Options**: Options that specify where the agent object configuration is stored.

- **Outbound**: Options that enable agents to participate in outbound campaigns

- **Presence**: Options that control how agent presence is evaluated and displayed.

- **Printing**: Options that control the display of the Print Preview feature.

- **Reporting**: Otpions that specify how agent activities are reported to the Genesys back-end.

- **Security**: Options that control the timing and behavior of the keyboard and mouse inactivity timeout feature and other security features

- **SIP Endpoint**: Options that control the functionality and display of Workspace SIP Endpoint enabled interactions

- **Screen Recording**: Options that control the automatic Screen Recording functionality.

- **SMS**: Options that control the appearance and behavior of the SMS interface

- **Sounds**: Options that specify the name and location in the application folder of audio files that are to be pre-loaded when an agent logs in.

- **Spellchecker**: Options that control the use of corporate dictionaries in the spelling check feature

- **Standard Responses**: Options that control the functionality and display of the Response view

- **Statistics**: Options that control the display of contact center statistics on the agent Workspace

- **System Tray**: Options that control the display of the tooltip that is displayed in the System Tray.

- **Team Communicator**: Options that control the appearance and behavior of the Team Communicator

- **Team Lead**: Options that specify the scope of monitoring that is to be used for voice interactions in environments that use SIP Server or Cisco UCM

- **Toast (Interactive Notification)**: Options that control the appearance and behavior of the interaction preview Interactive Notification

- **View**: Options that control the tab order and activation order of windows and menus

- **Voice**: Options that control various features of the Voice channel

- **Voicemail**: Options that control access to your system voicemail

- **Web Callback**: Options that control the various features of the Web Callback channel

- **Webproxy**: Options that control the use of a Webproxy for environments where Internet proxies require user authentication

- **Workbin**: Options that control various features of Workbins

- **Workitem**: Options that control various features of the Workitem channel

- **Miscellaneous**: Options that control the appearance of the Workspace application windows, the recording of options, the evaluation of presence, the enabling of RBAC, and many other miscellaneous features