Workforce Management

AgentCustom Section

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AgentCustom Section

> ### Important
> The options in this section are intend for use by Genesys Professional Services only. To ensure the the custom module appears in the Web for Agents interface, all three options in this section must be added.

- agenttag
- name
- url

agenttag

Default Value: " " (string)
Valid Values: The agent ID
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the string that is searched in the url configuration option and substituted with the agent ID from WFM. It identifies the agent, for whom the custom information is displayed.

The only valid value for this option is the agent ID. For example, `AgntID6528`.

name

Default Value: No default value
Valid Values: Any name
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the name that is displayed in Web for Agents' interface together with WFM's standard modules such as, Schedule, Trading, etc.

Valid values for this option can be any name. For example, `My Adherence`.

url

Default Value: No default value
Valid Values: Any valid URL
Changes Take Effect:
Dependencies: None

This option is mandatory.

Specifies the URL that points to a third-party application that opens and displays the custom page when the custom module is selected.

Valid values for this option can be any URL. For example, `http://www.customapps.com/agenttag`.