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Web Services and Applications Configuration Guide

Configuring Not Ready Reason Codes

12/17/2025

Configuring Not Ready Reason Codes

Workspace Web Edition provides "reasons" with which agents can specify details about their NotReady status, for instance: *Lunch*, *15 minute break*, *Appointment*, *Meeting*, and so on. These reasons are configured by creating Action Code objects of type Not Ready.

Each Not Ready Reason can be customized by creating a section named **[interaction-workspace]** in the annexes of Action Code objects that are used to define Not Ready Reason codes. Next, define and configure the options in that section to customize the way that not-ready reasons are sent to your T-Server.

Example: Use *either* Configuration Manager or **Genesys Administrator Extension** for this procedure:

Configuration Manager

Purpose: Create an ActionCode of type NotReady in Configuration Manager. **Start**

1. Open Configuration Manager
2. Go to the appropriate Tenant
3. Navigate to Action Codes Folder
4. Right-click > New > Action Code **OR** File > New > Action Code
5. For **Name**, change it to an appropriate name (example: *Lunch Break*)
6. **Tenant** should already be populated with the tenant name
7. For **Type**, select Not Ready
8. For **Code**, choose a relevant code for reporting purposes.

*Note that codes must be unique within each **Type***

9. Click **Apply** or **OK**

End

Genesys Administrator Extension

Purpose: Create an ActionCode of type NotReady in **Genesys Administrator Extension**. **Start**

- a. Open **Genesys Administrator Extension**
- b. Navigate to Provisioning > Desktop
- c. Click Action Codes

- d. Click **New**
- e. For **Name**, change it to an appropriate name (example: *Lunch Break*)
- f. **Tenant** should already be populated with the tenant name
- g. For **Type**, select Not Ready
- h. For **State**, ensure it is clicked as Enabled
- i. For **Code**, choose a relevant code for reporting purposes.

*Note that codes must be unique within each **Type***

- j. Click **Save & Close**

End