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Web Services and Applications Configuration Guide

Configuration and Administration by Using Options and Annexes

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You can create Agents objects one at a time or in bulk by using Genesys Administrator Extension (refer to the [Genesys Administrator Extension documentation](#)).

Important

You configure Agent objects to use specific functionality by setting values for **configuration options** that enable and control the features and functionality of the Workspace Web Edition application.

The option settings are applied upon login to the desktop interface in the following override order:

1. Settings that are specified in the Person object that corresponds to the agent, which overrides:
2. Settings that are specified in the annexes of Virtual Agent Groups (taken alphabetically, with precedence given to the name closest to the end of the alphabet), which overrides:
3. Settings that are specified in the annexes of Agent Groups (taken alphabetically, with precedence given to the name closest to the end of the alphabet), which overrides:
4. Settings that are specified in the Tenant of the agent, which overrides:
5. Cluster Application options.
6. If no instance of an option is identified in these objects, then the default value defined in the WWE code is applied.

Important

You can override options only in the interaction-workspace section. Therefore, you must replicate the interaction-workspace section from the WS_Cluster Application object to the annex of the object level at which you want the override to occur (Tenant, Group, User, or Transaction).

Other Applicable Object Hierarchies

Some specific Workspace Web Edition options can be defined in other objects and object hierarchies, such as: Action Codes--for example: Not Ready reason codes. The hierarchy is defined by the order in which the objects or codes are listed.

Overriding Options by Using a Routing Strategy

You can override a Workspace option by using a routing strategy that overrides the configuration option based on attached data and Transaction objects. This enables you to change the appearance of interactions per line of business based on a key-value pair that is defined in the annex of Transaction objects.

Workspace Web Edition uses Transaction Objects of the object `list` type. Attach a transaction name or list of transaction names to the interaction in your strategy. The transaction names in the list must be separated by commas. Workspace Web Edition reads the transaction objects at rendering time to

override the static options.

Before you begin, ensure that Web Services is deployed and you have a strategy that routes to your agent workstations.

1. Configure one or more Transaction objects, of `list` type, in Genesys Administrator or Composer, by using the standard approach that is used for other object types in the hierarchy.

Transaction objects rely on the option reference to determine if a particular option can be overridden in a Transaction. You can only override options in the `interaction-workspace` section. Therefore, you must replicate the `interaction-workspace` section to the annex of the Transaction objects.

2. Configure the `interaction.override-option-key` option to define the key where the Transaction objects are to be listed in attached data.
3. Using either Interaction Routing Designer (IRD) or Composer, edit your routing strategy by adding an "Attach" or "Multi-attach" block that attaches the key value pair that is defined below:
 - `key` -- The name of the key that you defined in the option set in Step 2.
 - `value` -- One or several comma-separated Transaction objects, as defined in Step 1.

Effect Hierarchical Options on the Behavior of Workspace

The behavior of Workspace Web Edition is controlled by a compilation of settings in various systems and components of the Genesys suite. The behavior is controlled by the Option and Annex settings that are defined in the applicable objects of the `Configuration Layer` that are associated with logged-in users of type administrator, agent, or supervisor.