Web Services and Applications Configuration Guide

Introduction To Configuration Options

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As with all other Genesys 8 applications, the Workspace Web Edition configuration options are loaded into the configuration layer by using an XML metadata file that is delivered with Genesys Administrator. Use Genesys Administrator to view, access, and configure Workspace configuration options.

Lists of privileges are currently implemented as Boolean options in the Annex of individual agents.

For information on how to secure your deployment, see the Security options that are contained in the *Genesys 8 Security Deployment Guide*.

For general information on configuring and extension, refer to Configuration And Administration By Using Options And Annexes.

For general procedures on how to configure specific agent functionality, refer to the Provisioning section of this guide.

Some options can be configured on the Application, the Tenant, an Agent Group, or an Access Group, while others must be configured on a Person object in the Agent Annex. The description of each configuration option specifies to what object the option is applicable. Options that are specific to the Person object (Agent Annex) are listed separately in this appendix.

Refer to *Framework 8.1 Genesys Administrator Help* and *Genesys 8 Security Deployment Guide* for detailed information on how to use Genesys Administrator and Management Framework to configure access permissions.

Important

If you're updating a configuration setting, you must restart the Genesys Web Services (GWS) 8.5 nodes to make the updates complete, unless a specific configuration option is described as **Changes take effect: Immediately** in the option description.