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Web Services and Applications Configuration Guide

KPI

KPI

Workspace Web Edition provides the following options for managing KPIs:

Contents

- [1 KPI](#)
 - [1.1 kpi.displayed-kpis](#)

kpi.displayed-kpis

- Default Value: *An empty string.*
- Valid Values: A comma-separated list of KPI names.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that define the KPIs.