GENESYS

Web Services and Applications Configuration Guide

Agent Login And Authentication

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Agent Login And Authentication

When an agent launches Workspace Web Edition, the agent must provide a user name and password to be authenticated. After authentication, the Configuration Layer is accessed by Workspace Web Edition to obtain the list of functions that are granted to the agent as well as the configuration of the Workspace application for that agent.

The first time that an agent logs in they must follow a two-step process. After providing the user name and password and clicking **Log In**, the Change Password dialog box is displayed and the agent must provide a new password.

Refer to the Genesys Security Deployment Guide for a complete description of password policies and how to configure the Reset Password functionality for agents.

Use the following application options in the `interaction-workspace` section to control agent login:

- `login.prompt-place` -- When this option is set to `true`, a new page is displayed during the login phase to specify a place. Enabling this option disables login.voice.prompt-dn-less-phone-number. Do not enable this option if the privilege.sipendpoint.can-use privilege is granted.

- `login.voice.auto-not-ready-reason` -- Specifies the NotReady reason code if the Voice channel is automatically set to NotReady when the agent logs in.

- `login.voice.prompt-queue` -- When this option is set to `true`, a new page is displayed during the login phase to select or specify a queue.

- `login.voice.is-auto-ready` -- Specifies whether the voice channel is in the Ready state at login. See also `agent-status.ready-workmode`.

DN-less Login

If you want agents to be able to login to the system and take calls on a number that is different than the DN configured for their user account, you can set up a DN-less login to allow agents, agent groups, or all users to specify a new phone number during login. This feature is specific to SIP Server environments. Use the following configuration option to enable this feature:

- `login.voice.prompt-dn-less-phone-number.enable-dynamic-dn` — Specifies that the agent should be prompted for a DN-less phone number, and the agent's phone number is updated. A dynamic DN is used for the agent. This is only supported with SIP Server TServer. This feature does not require write privileges on Configuration Server.
- `login.voice.nb-dn-less-phone-number-stored` — Specifies the number of phone numbers to be stored for an agent in a DN-less environment.

Use this option to enable this feature for versions lower than 8.5.202.04:

- `login.voice.prompt-dn-less-phone-number` — When this option is set to `true`, a new page is displayed during the login phase to show the current phone number assigned to the agent and permits the agent to update it.

Agent login using a URL

Agents can log in to Workspace Web Edition by using a URL that contains their credentials. When they use a URL, the agent can bypass the Log In window and can directly access the Agent Deskop. The following arguments can be included in the URL:

- username

- password

- place: Required when login.prompt-place is set to `true`.

> ### Important
> The username and password arguments are not applicable for Security Assertion Markup Language (SAML) authentication.

If Workspace Web Edition is hosted on https://mydomain/ui/ad/v1/index.html, use the following syntax to automatically log in the agent:

`https://mydomain/ui/ad/v1/index.html?username=<username>&password=<password>&place=<place>`

Consider the following examples:

- https://mydomain/ui/ad/v1/index.html?username=JohnDoe&password=genesys

- https://mydomain/ui/ad/v1/index.html?username=JohnDoe&password=genesys&place=Place_29820

- https://mydomain/ui/ad/v1/index.html?authType=saml&place=Place_29820

Login security

Browser features such as auto-fill, auto-complete, password manager, and "remember me" can enable security breaches. Genesys recommends that you disable these features in the browsers used by your agents. Auto-complete type features might suggest the usernames of agents who have logged in on a particular workstation when someone launches Workspace. If an agent has used password management on the same browser, then anyone can log in using the agent credentials remembered by the browser.

Genesys recommends that you make the following browser modifications:

Chrome

1. In Chrome **Settings**, select **Autofill**, then click **Passwords**.
2. In the **Passwords** view, disable **Offer to save passwords**.

Firefox

1. In Firefox **Options**, select **Privacy & Security**.
2. In the **Privacy & Security** view, deselect **Ask to save logins and passwords for websites**.

Edge Chromium

1. In Microsoft Edge Chromium **Settings**, select **Profile**, then click **Passwords**.
2. In the **Profiles/Passwords** view, disable **Offer to save passwords**.

Internet Explorer 11

1. In the Internet Explorer **Internet options** dialog box, select the **Content** tab.
2. In the **AutoComplete** section, click **Settings**.
3. In the **AutoComplete Settings** view, deselect **User names and passwords on forms** then click **OK**.
4. In the **Internet Options** dialog box, click **OK**.

Log in, log out, log on, log off, and exit, what's the difference?

Your agents log in and log out of the Workspace Agent Desktop application. Logging in means the agent launches the application in a browser and identifies themself to the system so that they become authorized to receive interactions and use the various features that are enabled for them.
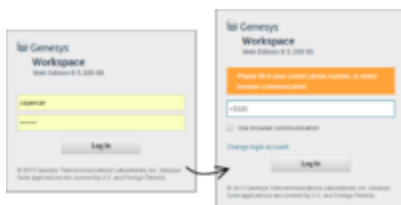
Typically, agents log in to Workspace Agent Desktop at the beginning of their shift and log out (Exit) at the end of their shift. To log out of Workspace, they must use the **Exit** option from the menu in the upper right-hand corner. They won't be able to log out if they have any active calls or interactions.

Agents log on to and log off of channels in Workspace Agent Desktop. Channels include voice, email, chat, and so on. Channels are the media that agents use to interact with contacts. When agents log in to Workspace Agent Desktop, they are usually logged on to all the channels assigned to them, and

when they log out (exit) of Workspace Agent Desktop, they are logged off from all the assigned channels. In some environments, agents might be logged off from one or more channels when they log in because the channel is out of service or you have set up their account to be logged on to specific channels only.

Agents use the **My Channels** tab to log on or log off one or more channels. Logging off of all their channels does not log them out of Workspace Agent Desktop. Agents must still exit the application to log out.

Agents can log on or log off all their assigned channels by using the Global Status menu.

To configure agent log on and log off capabilities, refer to Declaring and using new Not-Ready Reason codes.