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Web Services and Applications Configuration Guide

Workspace Web Edition Configuration Options

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Workspace Web Edition Configuration Options

The Workspace Web Edition configuration options are described in the following topics in functionality-related sections, like Email, Voice, and so on. These options should all be set in the **[interaction-workspace]** section of your **WS_Cluster application** by using either **Genesys Administrator Extension** or **Configuration Manager**.

Important

When an option is defined for multiple agent groups and virtual agent groups, Workspace Web Edition applies precedence using an alphabetical listing of groups. Precedence is applied to the the last virtual agent group on the list. If the list does not contain any virtual agent group, precedence is given to the last agent group on the list.

- Accessibility
- Active Recording
- Agent Status
- Application
- Case Data
- Chat
- Co-browse
- Contact
- Contact Center Statistics
- Editor
- Email
- Expression
- Facebook
- Feedback
- IM
- Interaction
- Interaction Preview (Toast)
- Intercommunication
- Knowledge Center
- KPI
- Login
- Main Window
- Outbound
- Permissions
- Rebranding
- Screen Recording Client
- Security
- Service Client API
- SIP Endpoint
- Standard Response
- Team Communicator
- Team Lead
- Twitter
- Update on Startup
- Views
- Voice
- Voicemail
- Web Engagement
- Workbin
- Workitem
- Overriding Interaction Workspace Options