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Workspace Desktop Edition Deployment Guide

Gadget and Statistics Gadget Options

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Gadget and Statistics Gadget

gadget.window-title

- Default Value: `$Window.Title$`
- Valid Values: `$Window.Title$, $Application.Title$, $Application.Name$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Defines the title of the window in which the Gadget is rendered by specifying a string that contains the following field codes:
`$Window.Title$, $Application.Title$, $Application.Name$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`
If all field codes are empty, the default string is:
`$Window.Title$`
This title is visible in the Task Bar only.

gadget-statistics.displayed-call-center-statistics

- Default Value: `" "`
- Valid Values: A comma-separated list of Statistic names.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the statistics that are displayed in the Statistics Gadget. The statistics name refers to the names of the Application Options Sections that define the statistics.

gadget-statistics.nb-tagged-stats-per-page

- Default Value: 5
- Valid Values: An integer from 1 to 10.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the number of tagged statistics that are displayed as individual gadget pages with the Gadget. If the number of tagged statistics is exceeded, paging buttons are displayed on the Gadget Statistics page area. The agent tags and untags statistics for display on statistics pages by clicking the Tag and Untag buttons. Untagged statistics are displayed only in the Statistics Ticking area of the Statistics Gadget.

gadget-statistics.displayed-kpis

- Default Value: `" "`
- Valid Values: A comma-separated list of KPI names.
- Changes take effect: When the application is started or restarted.

- Description: Specifies the KPIs that are displayed to the agent in the Statistics Gadget. The KPI names refer to the names of the Application Option sections that are defining the KPIs.

`gadget-statistics.show`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether or not the Statistics Gadget is displayed when the application is launched.