Workspace Desktop Edition Deployment Guide

Introduction To Configuration Options

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As with all other Genesys 8 applications, the Interaction Workspace 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 Interaction Workspace configuration options. KPI and statistics options are not part of the XML metadata file, because they are not composed of fixed key names. To use the KPIs section, create as many option blocks as the number of KPIs that you want to declare. For details, see Section: KPIName. To use the Statistics section, create as many option blocks as the number of statistics that you want to declare. For details, see Section: ObjectStatisticName. Lists of privileges are currently implemented as Boolean options in the Annex of individual agents (see Role Privileges). 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 Provisioning Interaction Workspace. 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. The `security.disable-rbac` configuration option in the `interaction-workspace` section determines whether agents have all privileges allowed or whether the Role Based Access Control (RBAC) control system is used. Refer to Role Privileges for a list of all the privileges.

> ⚠️ **Warning:** RBAC requires Configuration Server 8.0.2 or higher.

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