



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Deployment Guide

KPI Options

5/4/2025

KPI Options

Contents

- **1 KPI Options**
 - **1.1 KPI**

KPI

kpi.displayed-kpis

- Default Value: ""
- Valid Values: A comma-separated list of KPI names.
- Changes take effect: When the application is started or restarted.
- Description: Defines the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that are defining the KPIs.

kpi.refresh-time

- Default Value: 10
- Valid Values: An integer value greater than 0.
- Changes take effect: When the application is started or restarted.
- Description: Defines the frequency of notification (in seconds) for KPIs.

kpi.show-agent-groups

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specify if agent group KPI information is displayed to the agent for all groups to which the agent is a member.