GENESYS™

Workspace Desktop Edition Deployment Guide

KPI Options

5/4/2025

KPI Options

Contents

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.