



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

Configuration Options Reference

5/12/2025

Configuration Options Reference

Important

For the most up to date information about Workspace configuration options, refer to the Genesys Configuration Options Database.

- [Search for options](#)
- [Browse options](#)

This article is an appendix of Workspace configuration options, grouped by Configuration Section. This category contains the following sections:

- [Introduction To Configuration Options](#)
- [Section: interaction-workspace](#)
- [Section: interaction-queue-presence](#)
- [Section: queue-presence](#)
- [Section: routing-point-presence](#)
- [Section: KPIName](#)
- [Section: ObjectStatisticName](#)
- [Not Ready Reason Codes](#)
- [Role Privileges](#)

Important

All options in the [interaction-workspace section](#) can be defined hierarchically at the following levels:

- Application
- Tenant
- Agent Group
- User (agent)

As you move down the hierarchy, the option setting overrides the previous level. That means that the value that you set for a User overrides what has been configured for the same option at a higher level, such as the value specified for the Agent Group of which the agent is a member.

The values specified for many options can also be [overridden by Routing Strategies](#) that reference Transaction objects.

For detailed information on this topic, refer to [Configuration And Administration By Using Options And Annexes](#).