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Workspace Desktop Edition Deployment Guide

[Contact options](#)

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Contact options

[**Modified:** 8.5.144.05]

Tip

For the most up to date Workspace Desktop Edition configuration options, see the [Genesys Configuration Option Database](#).

- contact.all-interactions-default-time-filter-main
- contact.all-interactions-displayed-columns
- contact.all-interactions-displayed-columns-treeview
- contact.all-interactions-quick-search-attributes
- contact.available-directory-page-sizes
- contact.cache-timeout-delay
- contact.date-search-types
- contact.default-directory-page-size
- contact.directory-advanced-default
- contact.directory-auto-append-star-to-search
- contact.directory-default-mode
- contact.directory-displayed-columns
- contact.directory-enabled-modes
- contact.directory-permissions.<ContactAttributeName>
- contact.directory-search-attributes
- contact.directory-search-types
- contact.displayed-attributes
- contact.editable-attributes
- contact.history-auto-append-star-to-search
- contact.history-custom-attributes-search-types
- contact.history.filters-<attribute>
- contact.history.highlight-current-interaction
- contact.history.media-filters
- contact.history-advanced-default
- contact.history-custom-attribute-values.<attribute-name>
- contact.history-default-time-filter-main
- contact.history-displayed-columns
- contact.history-displayed-columns-treeview
- contact.history-quick-search-attributes
- contact.history-search-attributes
- contact.history-search-attribute-group.<group-name>
- contact.history.voice-detail-attributes
- contact.last-called-agent.enable
- contact.last-called-agent.<media-type>.enable
- contact.lookup.auto-assign-mode
- contact.lookup.enable
- contact.lookup.enable-create-contact
- contact.lookup.<media-type>.auto-assign-mode
- contact.lookup.<media-type>.enable
- contact.lookup.<media-type>.enable-create-contact
- contact.lookup.voice.use-dialed-phone-number
- contact.mandatory-attributes
- contact.metrics.enable-interactions-in-progress
- contact.metrics.time-frame-customer-notification
- contact.multiple-value-attributes
- contact.myhistory-default-time-filter-main

- `contact.myhistory-displayed-columns`
- `contact.myhistory-displayed-columns-treeview`
- `contact.myhistory-quick-search-attributes`
- `contact.threading-ucs-interaction.enable`
- `contact.timeout-delay`
- `contact.ucs-interaction.<media-type>.enable-create`
- `contact.ucs-interaction.<media-type>.enable-lookup`
- `contact.ucs-interaction.<media-type>.use-server-date`

Related Resources

The following topics discuss the implementation of these options:

- [Exposing Contacts to Agents](#)
- [Exposing History to agents](#)
- [Triggering contact look-up and populating History](#)
- [Contact Management privileges](#)