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Workspace Desktop Edition Deployment Guide

Broadcast Messages

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Broadcast Messages

Workspace enables agents to receive messages that are sent simultaneously (broadcast) to multiple contact center parties. You must use an application that can publish messages, associated by topic, to a common communication DN. Workspace employs a simple protocol based on communication DN and provisioning to enable this functionality.

Agents can be provisioned to receive messages that are addressed, by topic, to a property of the agent or a property of an agent group (see the Procedure: [Enabling agents to view Broadcast Messages](#)).

Messages are displayed to agents by an Interactive Notification that is similar to the new interaction Interactive Notification. An audio alert can be configured to alert agents when a new broadcast message arrives. Messages are also displayed in the Workspace Main Window as a summary table in the Messages drop-down area. If the agent opens the message, a detailed view is displayed. If the agent uses the Gadget view, messages are displayed in a message gadget.

Attributes

A broadcast protocol message is defined by the following attributes:

- Message: The content of the message.
- Sender: The identity of the sender.
- Message Type: The type of message, such as Error, Information, Notification, and so on.
- Subject: The subject of the message (optional).
- Priority: The relative importance of the broadcast message. The following subcategories are predefined; however, you can also configure your own values:
 - Minimal
 - Low
 - Normal
 - High
 - Important
- Date: The date sent, in local time of the agent.
- Topic: To which topic the message was sent.
- Custom Data: Any custom data included with the message.

Protocol

Use the following protocol on your supervisor client configuration:

```
IWS_Message  
IWS_Sender  
IWS_MessageType
```

```
IWS_Subject
IWS_Priority
IWS_Date (RFC1123 pattern.)
IWS_Topic
IWS_CustomData
```

The following is an example of a UserEvent configuration:

```
Event:EventUserEvent
Server:65200
ReferenceID:7
CustomerID:Resources
ThisDN:BroadcastDN
UserData:
(Str) IWS_Subject Coffee Break
(Int) IWS_Priority 3
(Str) IWS_Message Please take your coffee break NOW !!!
(Str) IWS_Date Thu, 11 Feb 2010 16:15:16 GMT
(Str) IWS_Topic Agent4
(Str) IWS_Sender Ministrator
(Str) IWS_MessageType Error
Seconds:1265904964
USeconds:234000
Server Time:11/02/2010@17:16:04.234
```

Configuration options

You can use the following options in the interaction-workspace section to configure Broadcast Messaging:

- **broadcast.color.xxx-priority**: Specifies the Hexidecimal-color code of the border of the Message view frames for messages that have the xxx priority. The following priorities are supported:
 - broadcast.color.high-priority
 - broadcast.color.important-priority
 - broadcast.color.low-priority
 - broadcast.color.minimal-priority
 - broadcast.color.normal-priority
- broadcast.displayed-columns: Specifies the attribute columns that are displayed in the Broadcast Message window and the item tooltip in the My Messages tab/window.
- broadcast.dn: The name of the DN and switch that is used for broadcasting. Use the following value format: DN@switch
- broadcast.mark-read-timeout: Specifies the duration after which a message, as a tooltip, is considered to be read.
- broadcast.message-content: Specifies the attributes that are displayed in the Broadcast Message window and the item tooltip in the My Messages tab/window.
- broadcast.preview-timeout: Specifies the duration after which a message preview is closed.
- **broadcast.sound.xxx-priority**: Specifies the sound configuration string for messages that have priority xxx. The following priorities are supported:
 - broadcast.sound.high-priority

- `broadcast.sound.important-priority`
- `broadcast.sound.low-priority`
- `broadcast.sound.minimal-priority`
- `broadcast.sound.normal-priority`
- `broadcast.subscribed.topics`: Specifies the list of subscription topics.
- `broadcast.toast-summary`: Specifies the attributes that are displayed in the Interactive Notification.
- `broadcast.value-business-attribute`: Specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a custom attribute of message.

Message types can be customized by adding the following lines to the `Genesyslab.Desktop.Modules.Windows.en-US.xml` dictionary file:

```
<Value Id="Broadcast.MessageType.System" String="System"/>
<Value Id="Broadcast.MessageType.Error" String="Error"/>
<Value Id="Broadcast.MessageType.Information" String="Information"/>
<Value Id="Broadcast.MessageType.Internal Note" String="Internal Note"/>
```

The value that is set in the String property is displayed as the message type.

Provisioning Broadcast Messages

Procedure

Enabling agents to view Broadcast Messages

Purpose:

To enable an agent to receive and view messages that are sent simultaneously (broadcast) to multiple contact center parties.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View, or Genesys Administrator Extension.
- A working knowledge of Genesys Administrator Extension.
- A Workspace Application object exists in the Configuration Database.
- The Procedure: [Creating a Role and allowing a Workspace privilege and assigning a Role to an agent or agent group](#).

Start

1. Allow the following Broadcast Message privilege (see [Broadcast Privileges](#)) for the role to which the agent is assigned (refer to the [Creating a Role and allowing a Workspace privilege and assigning a Role to an agent or agent group](#)):
 - Can Use Broadcast Message

2. Create a communication DN and configure it in `broadcast.dn`.
3. Configure the broadcast message topics to which an agent can be subscribed by using `broadcast.subscribed.topics`.
Topics can be associated with different configuration objects such as agents (`$Agent$`) and agent groups (`$AgentGroup$`); or they can be the names of custom topics such as `team` (for example, `billing`) or `site` (for example `main_campus`).
4. Ensure that you have a Sender application that implements the protocol described in **Protocol**, above, that sends messages to topics that match what is configured in your system.

End