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Workspace Desktop Edition Deployment Guide

Interaction options

5/10/2025

Interaction options

Tip

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

- interaction.auto-focus
- interaction.auto-focus.<media-type>
- interaction.case-data.content
- interaction.case-data.enable-url-preview
- interaction.case-data.format-business-attribute
- interaction.case-data.frame-color
- interaction.case-data.header-foreground-color
- interaction.case-data.is-read-only-on-idle
- interaction.consult-user-data
- interaction.disposition.display-mode
- interaction.disposition.email.mandatory-actions
- interaction.disposition.is-mandatory
- interaction.disposition.is-read-only-on-idle
- interaction.disposition.key-name
- interaction.disposition.use-attached-data
- interaction.disposition.use-connection-id
- interaction.disposition.value-business-attribute
- interaction.evaluate-real-party-for-agent
- interaction.evaluate-real-party-for-agent.expression
- interaction.override-option-key
- interaction.reject-route
- interaction.unconditional-force-close
- interactions.window.allows-transparency-on-winos6
- interaction.window.popup-topmost-z-order
- interaction.window.show-case-interaction-panel-button
- interaction.window.show-in-taskbar

- `interaction.window-title`

Related Resources

The following topics discuss the implementation of these options:

- [Configuring the behavior of incoming interactions](#)
- [Reporting](#)
- [Case Data](#)
- [Workbin and Interaction Queue management](#)
- [Planning Your Deployment](#)
- [Disposition codes](#)
- [Overriding Workspace options](#)
- [Standard Responses Library](#)
- [Channels and interaction handling](#)