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Workspace Desktop Edition Deployment Guide

Section interaction-workspace

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Tip

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

These options can be configured on the following Configuration Layer objects:

- Workspace Application object
- Tenant
- Agent Group
- Agent

The options are grouped into the following categories:

- **Accessibility:** Options that enhance the application for hearing and visually impaired agents
- **Active Recording:** Options that control how agents use Active Call Recording and Screen Capture functionality.
- **Agent status:** Options that control how agents set their Ready status
- **Alert:** Options that control the display of warning messages.
- **Application:** Options that control the default window display behavior.
- **Broadcast:** Options that control how broadcast messages appear and behave
- **Business Continuity:** Options that control the behavior of Workspace during a long term loss of connection to the primary host site.
- **Callback Options:** Options that control the various features of the Callback view.
- **Case Data:** Options that control the display of Case Data.
- **Channel Information:** Options that control the display of the media prompt window.
- **Chat:** Options that control the appearance and behavior of the Chat interface
- **Chatserver:** Options that control the connectivity parameters, like ADDP settings, between Workspace and Chat Server.
- **Contact:** Options that control contact management
- **Disaster Recovery:** Options that control the behavior of Workspace during a long term loss of connection to the primary host site. See [Business Continuity](#) options.
- **Display formats:** Options that control the appearance of various text elements in the various application windows
- **E-Mail:** Options that control the appearance and behavior of the E-Mail interface

- **Editor**: Options that control the display of fonts in text editor boxes in Workspace.
- **eServices**: Options that control the use of eServices licenses
- **Expression**: Options that control the parsing of phone numbers in contact interaction
- **Statistics Gadget**: Options that control the use and appearance of the Statistics Gadget
- **General**: Options that control the general behavior of Workspace.
- **GUI**: Options that control the availability of themes in the user interface.
- **IM**: Options that control the appearance and behavior of the Internal Instant Messaging interface
- **Interaction**: Options that control the behavior and appearance of various elements related to the Interaction window
- **Interaction Bar**: Options that control the display of the Interaction Bar.
- **Interaction Management**: Options that control the way that Team Leads view and manage interactions in Queues and Workbins for their team members.
- **Intercommunication**: Options that control the routing of internal IM and voice interactions
- **Keyboard**: Options that enable keyboard shortcuts
- **KPI**: Options that control the display of My Statistics (KPIs) on the agent Workspace
- **License**: Options that control how Workspace interacts with License Reporting Manager.
- **Log**: Options that control logging of the application
- **Login**: Options that control the appearance and behavior of the agent login window
- **Logout**: Options that control the behavior of agent log out from Workspace.
- **Main view**: Options that control the behavior of the Main Window
- **Open Media**: Options that enable open media features
- **Options**: Options that specify where the agent object configuration is stored.
- **Outbound**: Options that enable agents to participate in outbound campaigns
- **Presence**: Options that control how agent presence is evaluated and displayed.
- **Printing**: Options that control the display of the Print Preview feature.
- **Reporting**: Options that specify how agent activities are reported to the Genesys back-end.
- **Security**: Options that control the timing and behavior of the keyboard and mouse inactivity timeout feature and other security features
- **SIP Endpoint**: Options that control the functionality and display of Workspace SIP Endpoint enabled interactions
- **Screen Recording**: Options that control the automatic Screen Recording functionality.
- **SMS**: Options that control the appearance and behavior of the SMS interface
- **Sounds**: Options that specify the name and location in the application folder of audio files that are to be pre-loaded when an agent logs in.
- **Spellchecker**: Options that control the use of corporate dictionaries in the spelling check feature
- **Standard Responses**: Options that control the functionality and display of the Response view
- **Statistics**: Options that control the display of contact center statistics on the agent Workspace

- **System Tray:** Options that control the display of the tooltip that is displayed in the System Tray.
- **Team Communicator:** Options that control the appearance and behavior of the Team Communicator
- **Team Lead:** Options that specify the scope of monitoring that is to be used for voice interactions in environments that use SIP Server or Cisco UCM
- **Toast (Interactive Notification):** Options that control the appearance and behavior of the interaction preview Interactive Notification
- **View:** Options that control the tab order and activation order of windows and menus
- **Voice:** Options that control various features of the Voice channel
- **Voicemail:** Options that control access to your system voicemail
- **Web Callback:** Options that control the various features of the Web Callback channel
- **Webproxy:** Options that control the use of a Webproxy for environments where Internet proxies require user authentication
- **Workbin:** Options that control various features of Workbins
- **Workitem:** Options that control various features of the Workitem channel
- **Miscellaneous:** Options that control the appearance of the Workspace application windows, the recording of options, the evaluation of presence, the enabling of RBAC, and many other miscellaneous features