

GENESYS

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Workspace Desktop Edition Deployment Guide

Agent Status options

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Tip

For the most up to date Workspace Desktop Edition configuration options, see the Genesys Configuration Option Database.

- agent-status.enabled-actions-by-channel
- agent-status.enabled-actions-global
- agent-status.not-ready-reasons

Related Resources

The following topics discuss the implementation of these options:

- 6. Declaring and using new Not-Ready Reason codes
- Managing agent inactivity