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Workspace Desktop Edition Deployment Guide

Keyboard options

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Keyboard options

Tip

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

Important

- Keyboard.**hotkey**.* options relate to keyboard shortcuts that have global workstation scope, meaning they can work while another application is in focus; therefore, they potentially conflict with hot keys subscribed by other applications in the system.
- Keyboard.**shortcut**.* options have Workspace Application scope. There is no conflict with shortcut keys of other applications, but Workspace must be in focus for these keyboard shortcuts to function.

- keyboard.hotkey.agent-not-ready
- keyboard.hotkey.agent-not-ready-with-reason.<action-code>
- keyboard.hotkey.agent-ready
- keyboard.hotkey.decrease-microphone-volume-active-sip-call
- keyboard.hotkey.decrease-speaker-volume-active-sip-call
- keyboard.hotkey.hold-active-call
- keyboard.hotkey.increase-microphone-volume-active-sip-call
- keyboard.hotkey.increase-speaker-volume-active-sip-call
- keyboard.hotkey.mute-microphone-active-sip-call
- keyboard.hotkey.mute-speaker-active-sip-call
- keyboard.hotkey.release-active-call
- keyboard.hotkey.toaster.accept
- keyboard.hotkey.toaster.decline
- keyboard.shortcut.action.help
- keyboard.shortcut.campaign.get-record
- keyboard.shortcut.contact.assigncontact
- keyboard.shortcut.contact.reset
- keyboard.shortcut.contact.save

- keyboard.shortcut.hamburger.open
- keyboard.shortcut.interaction.chat.conference
- keyboard.shortcut.interaction.chat.end
- keyboard.shortcut.interaction.chat.hold
- keyboard.shortcut.interaction.chat.transfer
- keyboard.shortcut.interaction.consult
- keyboard.shortcut.interaction.email.add-attachments
- keyboard.shortcut.interaction.email.delete
- keyboard.shortcut.interaction.email.forward
- keyboard.shortcut.interaction.email.inline-forward
- keyboard.shortcut.interaction.email.interim-send
- keyboard.shortcut.interaction.email.print
- keyboard.shortcut.interaction.email.put-back-to-origin-queue
- keyboard.shortcut.interaction.email.reply
- keyboard.shortcut.interaction.email.reply-all
- keyboard.shortcut.interaction.email.save
- keyboard.shortcut.interaction.email.save-in-workbin
- keyboard.shortcut.interaction.email.send
- keyboard.shortcut.interaction.email.transfer
- keyboard.shortcut.interaction.im.release
- keyboard.shortcut.interaction.mark-done
- keyboard.shortcut.interaction.preview.call-record
- keyboard.shortcut.interaction.preview.cancel-record
- keyboard.shortcut.interaction.preview.mark-done
- keyboard.shortcut.interaction.preview.mark-done-get-next
- keyboard.shortcut.interaction.preview.reject-record
- keyboard.shortcut.interaction.pull-preview.mark-done
- keyboard.shortcut.interaction.pull-preview.mark-done-get-next
- keyboard.shortcut.interaction.sms.delete
- keyboard.shortcut.interaction.sms.transfer
- keyboard.shortcut.interaction.voice.answer-call
- keyboard.shortcut.interaction.voice.hold-call
- keyboard.shortcut.interaction.voice.pause-recording-call
- keyboard.shortcut.interaction.voice.reconnect-call
- keyboard.shortcut.interaction.voice.release-call

- keyboard.shortcut.interaction.voice.resume-call
- keyboard.shortcut.interaction.voice.resume-recording-call
- keyboard.shortcut.interaction.voice.single-step-conference
- keyboard.shortcut.interaction.voice.single-step-transfer
- keyboard.shortcut.interaction.voice.start-recording-call
- keyboard.shortcut.interaction.voice.stop-recording-call
- keyboard.shortcut.interaction.webcallback.call-contact
- keyboard.shortcut.interaction.webcallback.mark-done
- keyboard.shortcut.interaction.workitem.move-to-workbin
- keyboard.shortcut.interaction.workitem.put-back-to-origin-queue
- keyboard.shortcut.interaction.workitem.transfer
- keyboard.shortcut.state.logout
- keyboard.shortcut.state.not-ready
- keyboard.shortcut.state.not-ready-after-call-work
- keyboard.shortcut.state.ready
- keyboard.shortcut.team-communicator.focus
- keyboard.shortcut.teamlead.chat.bargein
- keyboard.shortcut.teamlead.chat.stop-monitoring
- keyboard.shortcut.teamlead.stop-monitoring
- keyboard.shortcut.teamlead.voice.bargein
- keyboard.shortcut.teamlead.voice.stop-monitoring
- keyboard.shortcut.toaster.accept
- keyboard.shortcut.toaster.decline
- keyboard.shortcut.paste-text-only

Related Resources

The following topics discuss the implementation of these options:

- [Accessibility and navigation](#)
- [Configuring the appearance and content of the user interface](#)
- [Workspace And Genesys 8](#)