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Workspace Desktop Edition Deployment Guide

Managing agent inactivity

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Managing agent inactivity

[**Modified:** 8.5.139.06]

For security purposes, Workspace can be configured to lock the application, if an agent has not used the keyboard or mouse for a period that you specify. All user input is blocked until the agent provides login information to unlock the application.

When Workspace is locked, the following conditions occur:

- The following windows are minimized or hidden when the application is locked:
 - Main window
 - Statistics Gadget
 - Interaction window
 - My Channels
 - My History
 - My Statistics
 - My Contact Center Statistics
 - My Messages
- The following windows/controls remain visible, but are disabled:
 - Interaction notifications (case information is not displayed)
 - System tray icon
- An authentication dialog window is displayed.
- A notification that the agent should authenticate to unlock Workspace is displayed.
- System notices are not locked.

Inactivity timeout

[**Modified:** 8.5.139.06]

You can use the following option in the `interaction-workspace` section to control the inactivity timeout.

- `security.inactivity-timeout`: Specifies the amount of time in minutes of agent inactivity (no mouse or keyboard usage) that triggers application locking. If the agent has been inactive longer than the number of minutes that are specified by the inactivity timeout, the agent must reauthenticate to be able to use the Interaction Workspace application. A value of 0 disables this functionality.
- `security.inactivity-set-agent-not-ready`: Specifies whether the agent is automatically set to Not Ready

when agent inactivity is detected.

- `security.inactivity-not-ready-reason`: Specifies the Not Ready Reason if the `security.inactivity-set-agent-not-ready` option is set to `true`.
- `security.inactivity-force-not-ready-state`: Specifies whether channels that are already in Not Ready status (with or without a Not Ready Reason) are switched to the Not Ready Reason specified by the `security.inactivity-not-ready-reason` option when the agent is set to Not Ready when their workstation is locked. Depends on `security.inactivity-set-agent-not-ready`. If the value of this option is set to `false`, only the status of channels in the Ready and After Call Work statuses are updated. **[Added: 8.5.140.08]**

Managing workstation screen lock

[Added: 8.5.139.06]

Sometimes agents lock their workstation without first setting their status to Not Ready. If this happens, the agent will still be the target of Voice and Digital Channels interactions. You can configure Workspace to automatically set agent status to Not Ready or Not Ready with a Reason when their workstation is locked by using the following configuration options:

- `security.session-lock-set-agent-not-ready`: Specifies whether the agent channels status is switched to Not Ready automatically when the Windows session is locked while the agent state is Ready, After Call Work, and optionally Not Ready.
- `security.session-lock-not-ready-reason`: Specifies the Not Ready Reason to be used when the agent status is forced to the Not Ready with a Reason status. Depends on `security.session-lock-set-agent-not-ready`.
- `security.session-lock-force-not-ready-state`: Specifies whether channels that are already in a Not Ready status (with or without a Not Ready Reason) are switched to the Not Ready Reason specified by the `security.session-lock-not-ready-reason` option when the agent is set to Not Ready when their workstation is locked. Depends on `security.session-lock-set-agent-not-ready`. If the value of this option is set to `false`, only the status of channels in the Ready and After Call Work statuses are updated.