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Workspace Desktop Edition Deployment Guide

Not Ready Reason codes

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Not Ready Reason codes

Workspace provides "reasons" with which agents can specify details about their NotReady status; these are configured by creating as many Action Code objects of type Not Ready as you require.

Each Not Ready Reason can be customized by creating a section named `interaction-workspace` in the annexes of Action Code objects that are used to define Not Ready Reason codes, and then defining and configuring options in that section to customize the way that not-ready reasons are sent to your T-Server.

Define the following options in the `interaction-workspace` section that you create:

workmode

- Default Value: ""
- Valid Values: "", aux-work
- Changes take effect: At next login.
- Description: Refines and extends the customized NotReady status monitoring, when it is supported by the switch.

extensions

- Default Value: false
- Valid Values: true, false
- Changes take effect: At next login.
- Description: Available only if the `workmode` option is not defined or if it is set to none. If your switch does not support the `aux-work` value, this option creates and enters extensions as the option name, and either false (as the default value) or true (as a valid value).

reason-extension-key

- Default Value: ReasonCode
- Valid Values: ReasonCode, <any string>
- Changes take effect: At next login.
- Description: The name that is set as the key of the key-value pair added to the Not Ready Reason or Extensions map. The corresponding value is set according to the Action Code that is defined in the Configuration Layer and the value of the `reason-extension-value` option. If the value of this option is empty, the key of the key-value pair is the Name attribute of the selected Action Code.

Tip

Genesys Workforce Management requires a specific configuration of the Workspace **reason-extension-key** and **extensions** options to ensure WFM Data Aggregator can read agent state reason codes. To read more about its dependency on these options, see [Configuring Data Aggregator to process reason codes](#) in the *Workforce Management Administrators Guide*.

reason-extension-request-attribute

- Default Value: ""
- Valid Values: "", reasons, extensions
- Changes take effect: At next login.
- Description: Specifies whether the reason code is published in the reason attribute or in the extension attribute. Empty means that the legacy behavior is preserved, where the reason code is published in the 'reasons' or 'extensions' attribute, depending on the selected workmode. **Note:** not all switches support the capability to pass Not Ready Reason through the extensions attribute. Refer to T-Server and switch vendor documentation.

reason-extension-value

- Default Value: code
- Valid Values: name, code
- Changes take effect: At next login.
- Description: The type of content that is set as the value of the key-value pair added to the Not Ready Reason or Extensions map.
 - If the option is empty or not correct, the default value is: code.
 - The corresponding key is set according to the value of the option reason-extension-key.
 - When set to code the key is the Code attribute of the selected Action Code.
 - When set to name the key is the Name attribute of the selected Action Code.

Tip

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