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Workspace Desktop Edition Deployment Guide

Workbin options

5/8/2025

Workbin options

Tip

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

- `workbin.email.draft`
- `workbin.email.draft.displayed-columns`
- `workbin.email.in-progress`
- `workbin.email.in-progress.displayed-columns`
- `workbin.<media_type>.in-progress`
- `workbin.<media_type>.in-progress.displayed-columns`
- `workbin.<media-type>.<workbin-nickname>`
- `workbin.<media-type>.<workbin-nickname>.auto-update`
- `workbin.<media-type>.<workbin-nickname>.displayed-columns`
- `workbin.<media-type>.<workbin-nickname>.max-results`
- `workbin.<media-type>.<nick-name>.notify-property-changed`
- `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`

Related Resources

The following topics discuss the implementation of these options:

- [Setting up agents to use workbins](#)
- [Workbin and Interaction Queue management](#)
- [Workbins privileges](#)
- [Interaction Management privileges](#)
- [Email](#)
- [Workitems](#)
- [Email Quality Assurance](#)