Genesys

Genesys Desktop 7.6

Deployment Guide

About Genesys

Genesys is the world's leading provider of customer service and contact center software - with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multi-channel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to `www.genesyslab.com` for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

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Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

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Region	Telephone	E-Mail
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Europe, Middle East, and Africa	+44 (0) 1276 45 7002	support@genesyslab.co.uk
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Prior to contacting technical support, please refer to the *Genesys Technical Support Guide* for complete contact information and procedures.

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the *Genesys Licensing Guide*.

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List of Procedures

Genesys

Preface

Welcome to the *Genesys Desktop 7.6 Deployment Guide.* This document describes how to configure and install Genesys Desktop 7.6 software (known in earlier releases as Genesys Contact Navigator Web 6.*x*). This guide is valid only for the 7.6 release of Genesys Desktop.

Note: For releases of this document that have been created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

This preface provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information:

- Intended Audience, page 14
- Chapter Summaries, page 15
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- Making Comments on This Document, page 19
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What is Genesys Desktop?

Genesys Desktop 7.6 is a sophisticated tool for communication between customers and companies. It is a web-based desktop application with advanced supervisory features that contact center agents, supervisors, and knowledge workers can use to perform online communication tasks. It enables interactions through the following media:

- Genesys Multimedia E-mail
- Voice (featuring Web CallBack Request, Outbound Campaign Calls, Voice CallBack, and Co-Browse)
- Genesys Multimedia Chat (featuring Co-Browse)

What is in this Deployment Guide?

This guide includes system installation requirements for Genesys Desktop, and instructions for configuring and installing Genesys Desktop using the Installation Package CD.

Note: The chapters and procedures in this guide should be followed in order unless otherwise noted.

The installation package and product CD include the following source files:

- Genesys Desktop for Windows, Solaris, AIX, and Linux
- Apache Web Server
- Mod_jk Apache connector for Windows, Solaris, and Linux
- ISAPI (Internet Server Application Programming Interface) Connector for Tomcat/IIS (Internet Information Services)
- Genesys Desktop application template
- Agent and Supervisor statistics templates
- Genesys Desktop SIP Endpoint.

Note: For a list of supported versions of Genesys and third party software, refer to the ReadMe on the product CD and the following titles: *Genesys Supported Operating Environment Reference Manual* and *Genesys Supported Media Interfaces Reference Manual*.

Intended Audience

This document, primarily intended for anyone configuring and installing Genesys Desktop 7.6, assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.
- Your servlet engine and web server.

You should also be familiar with the use of Genesys Configuration Manager and Framework.

Chapter Summaries

In addition to this preface, this document contains the following chapters and an appendix:

- Chapter 1, "System Installation Requirements," on page 23, provides information about which systems you must set up before Genesys Desktop installation.

- Chapter 2, "Getting Started," on page 29, provides an overview of the functionality and architecture of Genesys Desktop.

- Chapter 3, "Preparing Your Environment for Genesys Desktop," on page 39, provides several configurations, mainly intended to enable multimedia features that you can use to optimize Genesys Desktop capabilities in accordance with your company's requirements.

- Chapter 4, "Configuring Genesys Desktop," on page 75, describes how to configure Genesys Desktop. It provides a general introduction to using application templates, lists options and connections, and describes how to set up Supervisor privileges.

- Chapter 5, "Installing and Deploying Genesys Desktop," on page 123, describes how to install Genesys Desktop using the Genesys Desktop Installation Package CD, and how to test and integrate Genesys Desktop with an HTTP server.

- Chapter 6, "Administrative Tool for Genesys Desktop," on page 181, describes how to launch the Genesys Desktop administration web page tool, and how system administrators can use the features of this tool.

- Appendix A, "Genesys Desktop Configuration Option Reference" on page 197, provides a complete list of the Genesys Desktop options that you will need to complete the configuration procedures defined in Chapter 4 on page 75.

- Appendix B, "Troubleshooting Genesys Desktop" on page 305, provides advice and information for users who encounter problems or error messages while using Genesys Desktop.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

`fr_ref_09-2007_v7.6.000.000`

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

Examples:
- Please consult the *Genesys Migration Guide* for more information.
- *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
- Do *not* use this value for this option.
- The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like `teletype or typewriter text`, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

Examples:
- Select the `Show variables on screen` check box.
- Click the `Summation` button.
- In the `Properties` dialog box, enter the value for the host server in your environment.
- In the `Operand` text box, enter your formula.
- Click `OK` to exit the `Properties` dialog box.

- The following table presents the complete set of error messages T-Server distributes in `EventError` events.

- If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

Example: • Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

`smcp_server -host [/flags]`

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

`smcp_server -host <confighost>`

Related Resources

Consult these additional resources as necessary:

- The *Genesys Desktop 7.6 Developer's Guide,* which ships on the Genesys Documentation Library DVD and describes how to customize Genesys Desktop with buttons, menus, and other features.

- The *Genesys Desktop 7.6 XML Tag Reference Guide*, which ships on the Genesys Documentation Library DVD and describes the various Genesys Desktop XML tags that you can use when customizing Genesys Desktop.

- Documentation about Tomcat, connectors, and other Apache components, which is available on the Apache Foundation website at:
  - `http://www.apache.org`
  - `http://jakarta.apache.org` (for Apache Java-platform projects)

- The *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.

- The *Genesys Migration Guide,* also on the Genesys Documentation Library DVD, which contains a documented migration strategy for Genesys product releases 5.x and later. (Contact Genesys Technical Support for additional information.)

- *Licensing Genesys Products,* which will help you understand the licensing process.

- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at `http://genesyslab.com/support`.

- The *Multimedia 7.6 Deployment Guide,* which introduces the architecture, required components, and procedures relevant to the deployment of a Genesys Multimedia solution.

- The *Genesys Voice Callback 7.1 Deployment Guide,* which provides configuration details for the Voice Callback components.

- The *Genesys Security Deployment Guide* describes Genesys security features and detailed instructions for deploying them. These features provide for secure data transfer between Genesys components, protection against unauthorized access, and protection against data loss in case of component failure.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Genesys product documentation is available on the:

- Genesys Technical Support website at `http://genesyslab.com/support`.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to `Techpubs.webadmin@genesyslab.com`.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

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Document Change History

This section lists topics that are new or that have changed significantly since the first release of this document.

New in Document Version 7.6.401.00

The following topics have been added or changed significantly since the 7.6.302.04 release:

- Discontinued support for Windows 2000.

- Discontinued support for IBM WebSphere Application Server 5.1, 5.1.1, and added support for IBM WebSphere Application Server 7.0 (refer to "Servlet Engine" on page 27, Preparing the gdesktop.war file for Web archive deployment in a servlet engine, page 130, and "Windows Network Load Balancing" on page 168).

- The "Persons Folder Security Settings" on page 89 has been updated with new information about configuring objects in the Configuration Layer for security purposes.

- A note about the minimum level access to to be granted to the `Logon As` user for some application objects or Host applications that are related to Genesys Desktop, has been added to the Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Access Group and Person Method, page 91 procedure.

- The Integration with Tomcat only, page 146 procedure was modified in the "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143 section.

- The "List Based Options" on page 198 section, which describes the new list-based option suffix, was added to Appendix A, "Genesys Desktop Configuration Option Reference," on page 197.

- The following configuration options were added or modified:
  - email section:
    - reply-format
  - multimedia section:
    - email-quote-char
    - max-file-upload
  - outbound section:
    - campaign-stale-timeout
  - supervisor section:
    - interaction-max-open
    - monitored-chat-max
    - skill-update-reason-attribute
    - skill-update-reason-enabled
  - workbin section:
    - <workbin name>
- Troubleshooting information was added in the following sections:
  - "Performance Issues" on page 317 section for the following topic:
    - "Tomcat" on page 317
  - "Stopping and Starting Issues" on page 318

New in Document Version 7.6.302.04

The following topics have been added or changed significantly since the 7.6.302.00 release:

- Support for Internet Explorer 9.0.
- The procedure Configuring IIS 7.0 or IIS 7.5 on Windows for integration with Tomcat and Genesys Desktop, page 151 was modified to include Microsoft IIS 7.5.
- The default value for the `stateless-menu-acw` option was changed to `false`.
- The `enable-synchronized-outbound-custom-field` option was added to the `disposition-code` section.
- The `include-inbound-email-on-reply` option was added to the `email` section.
- The valid values for the `root` option were changed.
- The `default-call-result` option was added to the `outbound` section.
- The `login-store-agent-credentials-in-cookies-only-https-enabled` option was added to the `security` section.
- The `filter-auto-update` option was added to the `supervisor` section.
- The `ChatBargeIn`, `ChatSilentMonitoring`, `ChatWhisperCoaching`, `SIPBargeIn`, `SIPSilentMonitoring`, and `SIPWhisperCoaching` options were added to the `security` section of the Person annex.

- The description of the `SupervisorMonitoring` option in the `security` section of the Person annex was modified.

- The "Internet Explorer" sub-section was added to the "Functional Issues" section of Appendix B, "Troubleshooting Genesys Desktop," on page 305.

New in Document Version 7.6.302.00

The following topics have been added or changed significantly since the 7.6.301.03 release:

- The sections "JDK" and "HTTP Server Requirements" on page 28, in Chapter 1, were updated.

- The warning in the procedure Verifying the value of the JAVA_HOME environment variable in your computer, page 79 was updated.

- The `AttributeConnID` row was added to Table 15, "Key-value pairs for the Post-Interaction User Event," on page 114.

- The procedure Configuring Genesys Supervisor Desktop to use custom interaction attributes, page 119, was updated.

- The section "Configuring Corporate Spelling Check Dictionaries" on page 122, was added.

- The following configuration options were added or modified:
    - use-conn-id
    - font-sizes
    - font-unit
    - font-unit-based
    - include-standard-response-subject-on-insert
    - email-use-mailbox-on-reply
    - login-auto-complete-agent-credentials-enabled
    - login-by-url-enabled
    - login-store-agent-credentials-in-cookies-enabled
    - type<n>
    - value-type<n>
    - display-lexicon-suggestions-first
    - enable-case-sensitive
    - enable-compound-words
    - spell-language

- The section "Installation Issues" on page 306 of Appendix B, "Troubleshooting Genesys Desktop," on page 305 was updated.

- The section "Genesys Desktop" on page 310 of Appendix B, "Troubleshooting Genesys Desktop," on page 305 was updated.

1

System Installation Requirements

This chapter describes the installation requirements for Genesys Desktop 7.6. It contains the following sections:

To choose hardware that is appropriate for your implementation, see the hardware guidelines and recommendations in the *Genesys Hardware Sizing Guides*. You can find these on the Genesys Technical Support website at `http://genesyslab.com/support`, or on the Documentation Library DVD, which you can order from Genesys order management at `orderman@genesyslab.com`.

System Deployment Overview

To properly set up, configure, and run the Genesys Desktop application, the following types of software applications are required:

- A **servlet engine** to run the Genesys Desktop application. Select a servlet engine that is compatible with your server-side operating system (see *Genesys Supported Operating Environment Reference Manual*).

- A **Web server** in front of the servlet engine (see *Genesys Supported Operating Environment Reference Manual*).

- A **Web browser** on each workstation, to connect to the web server (see *Genesys Supported Operating Environment Reference Manual*).

> **Note:** Genesys Desktop is optimized to support script-scan engines, such as McAfee 8.

Operating System Requirements

Genesys Supported Operating Environment Reference Manual lists the minimum recommended operating system requirements for Genesys Desktop on the server and client sides.

Recommendation

For better performance of co-browsing functionality, Genesys advises using two HTTP Servers: one for Genesys Desktop and one for co-browsing.

Configuring Required Software

This section lists the companion software that is required to run Genesys Desktop 7.6, in the following subsections:

- Browser, page 25
- Servlet Engine, page 27
- JDK, page 28
- HTTP Server Requirements, page 28

Some of the applications required to support and run Genesys Desktop must be configured to optimize the behavior of Genesys Desktop and your environment. This section contains the following procedures that you must follow to configure the companion software (see Table 1).

Table 1: Companion software configuration

Objective	Related Procedures and Actions
If you are using the Internet Explorer (IE) browser, ensure that it is set correctly to work with Genesys Desktop.	Supporting procedures: 1. Setting Internet Explorer cookie and privacy settings to enable Genesys Desktop, page 25. 2. Setting Internet Explorer cache settings to enable Genesys Desktop, page 26. 3. Setting Shortcut/Window settings to force links to open in a separate IE window, page 27.

Browser

Your client-side browser must meet the requirements that are listed in this section.

Version

Table 2 details the supported browsers for the operating systems that are supported by the client side of Genesys Desktop.

Table 2: Supported browser version by operating system

Operating System	Browser Version
Windows	Microsoft Internet Explorer versions 6.0, 7.0, 8.0, and 9.0
Macintosh	Safari version 3.1.1
NeoLinux 3.0 (System library update Libc 2.3.2) for Neoware hardware and Sun Java 2 v1.5.0_06.	Mozilla Firefox 2 Snap-in (enabling support for Inbound Voice interactions without a Contact Server connection)

Cookie/Privacy Settings

For Genesys Desktop to function properly, IE must allow servers to set session cookies.

Procedure:
Setting Internet Explorer cookie and privacy settings to enable Genesys Desktop

Purpose: To enable session cookies. Internet Explorer (IE) must be allowed to set session cookies for Genesys Desktop to function.

Start of procedure

1. Select Tools > Internet Options.

    The General tab of the Internet Options dialog box appears.

2. Click the Privacy tab.

3. Click Advanced. The Advanced Privacy Settings dialog box appears.

4. Select the `Override automatic cookie handling` check box.

5. Select the `Always allow session cookies` check box.

6. Click `OK` twice to close both dialog boxes.

End of procedure

Next Steps

• Adjust IE cache settings. See .

Cache (Temporary Files) Settings

For Genesys Desktop to function properly, you must choose the following cache settings in IE:

Procedure:
Setting Internet Explorer cache settings to enable Genesys Desktop

Purpose: To adjust IE cache settings to enable Genesys Desktop to function.

Start of procedure

1. Select `Tools` > `Internet Options`.

   The `General` tab of the `Internet Options` dialog box appears.

2. In the `Temporary Internet files` section, click `Settings`.

   The `Settings` dialog box appears.

3. Under `Check for newer versions of stored pages`, select `Automatically`.

4. Click `OK` twice to close both dialog boxes.

End of procedure

Next Steps

• Adjust Shortcut/Window setting. See .

Shortcut/Window Settings

To prevent external HTTP links or shortcuts from taking over the Genesys Desktop browser window, Genesys advises you to force links to open in a separate Internet Explorer window.

Procedure:
Setting Shortcut/Window settings to force links to open in a separate IE window

Purpose: To prevent external HTTP links or shortcuts from taking over the Genesys Desktop browser window.

Start of procedure

1. Select `Tools` > `Internet Options`.

   The `General` tab of the `Internet Options` dialog box appears.

2. Click the `Advanced` tab.

3. In the `Browsing` section, clear the check box that is labeled `Reuse windows for launching shortcuts`.

4. Click `OK` to close the dialog box.

Warning! When running Genesys Desktop, deactivate pop-up blockers, such as those that are provided by Google, Windows XP Service Pack 2, or Yahoo!.

Note: To enable the co-browsing features, Sun Java Java Virtual Machine 1.4.2, or later, is required.

End of procedure

Servlet Engine

To run Genesys Desktop, you must use one of the following servlet engines:

• Tomcat 5.5 or 6.0 (only 6.0 is included in the Genesys Desktop package).

• IBM WebSphere Application Server 6.0.2 and 7.0 (not included). WebSphere 6.0 currently is not supported.

• BEA WebLogic 8.1 (not included).

JDK

The installation procedure for JDK is available from the Sun Microsystems website at `http://java.sun.com/docs/index.html`.

You might experience issues if you install Genesys Desktop with JDK 1.5.0_11. For further information, please see Appendix B, "Installation fails and you receive an alert message about JDK not being installed, even though you installed JDK 1.5:" on page 306.

Environment Requirements

- Tomcat environment:
  - Java 2 Platform SDK 1.5 or 1.6 is required on your Genesys Desktop host. It is available at `http://java.sun.com/j2ee/downloads/`.
- IBM WebSphere environment:
  - IBM JDK 1.4.1, 1.4.2, 1.5, or 1.6.

HTTP Server Requirements

- Apache Server: version 2.2.14 or later
- Microsoft IIS 5, IIS 6, and IIS 7
- IBM HTTP Server (WebSphere)

Supported Switches

See *Genesys Supported Media Interfaces Reference Manual* for a list of switches that are supported by the Genesys Desktop Voice Section.

Note: To provide full support for some switches, you must configure the place where agents log in, as described in Table 10 on page 64.

Framework and Solutions Compatibility

Genesys Desktop is compatible with the Genesys Framework and Genesys Management Layer releases 7.0.1 through 8.0.2. See the *Genesys Interoperability Guide* for information on how to use the Management Layer.

Chapter

2 Getting Started

This chapter provides an overview of the functionality and architecture of Genesys Desktop 7.6. It contains the following sections:

Genesys Desktop Concepts and Features

The Genesys Desktop application, provided as a starter kit, enables unified management of both Public Switched Telephone Network (PSTN) and Internet-based interactions. Genesys Desktop performs the following functions:

- Centralized Web server
- Cross-solution application
- Universal Desktop
- Customizable graphical user interface (GUI)

The following subsections describe the features of Genesys Desktop:

E-Mail

A Web visitor can submit e-mail to a contact center, by using either an e-mail client or HTML web forms. If the Genesys Desktop application determines that an agent response is required, it routes the message to an appropriate agent or queue, based on specific routing criteria.

Chat

A web visitor types questions or comments by using a web browser, and receives written responses from an agent in real time.

Chat Transition to Voice

Chat sessions can be transitioned to voice sessions by clicking on a phone number in the chat transcript. Phone numbers are automatically identified and become active links. Clicking the link launches a voice interaction. The agent must be logged in to both a voice and a chat channel.

CallBack

Genesys Desktop supports agent processing of callbacks. Customers can schedule a callback for a particular time or request to receive it ASAP (as soon as possible).

To avoid a long wait in the response queue, customers can request a callback from an Interactive Voice Response (IVR) system or a web page. Agents use the same desktop user interface to process callback requests from any source.

Web Callback

Genesys Desktop supports agent processing of Web Callbacks. Customers can schedule a callback through your website. Agents use the same desktop user interface to process callback requests from any source.

Push URL

The push URL feature enables an agent to push a URL that is contained in a Chat message to be sent to a contact during a Chat session. The Push web page checkbox must be checked for the URL to be pushed.

Voice

The combination of Genesys Desktop and a computer-telephony integration (CTI) T-Server enables a company to deal with all phone-call interactions. The Voice option includes the handling of all incoming and outgoing phone calls. It enables several actions, such as transfer, two-step network transfer, and reroute.

Instant Messaging

The combination of Genesys Desktop and a SIP Server that supports Instant Messaging. From the point of view of the agent, Instant Messaging works similarly to Chat, employing the standard Genesys Desktop interaction interface.

Expert Contact

The combination of Genesys Desktop and a CTI-less T-Server enables a company to include people—located in back offices, branch offices, and other remote locations—as knowledge workers, without requiring a PBX/CTI link at these locations. A *knowledge worker* is a person who is considered to be an expert or specialist on the products or services that are offered by the company. The knowledge worker handles interactions that require unique knowledge to support critical and complex customer needs. Using Expert Contact, knowledge workers can handle four types of calls:

• Direct inbound calls from customers.

• Outbound calls, with direct or preview dialing.

• Internal calls (coming from Genesys T-Servers)—calls made directly by an agent, or customer calls transferred by an agent or through a Routing Point.

• Calls coming from network switches.

Outbound Campaign Calls

Your company might launch outbound campaign calls for purposes such as telemarketing or fundraising.

There are four types of outbound call modes:

- `Preview`—Campaign calls are made using a preset calling list.

- `Progressive` (low volume/high value)—This dialing mode dials campaign calls automatically, but only when agents are in the campaign group. Outbound calls can be directed to an agent's desktop at any time.

- `Predictive` (high volume/low value)—This dialing mode dials campaign calls automatically, by using an intelligent pacing algorithm to predict agent availability. Outbound calls can be directed to an agent's desktop at any time.

- `Push Preview` (low volume/high value)—This dialing mode dials campaign calls automatically, using a preset calling list. The agent is provided with a preview of the call, and then can accept it or reject it and return it to the top of the queue.

Note: In Configuration Manager, configuration options related to all of the preceding features are located on the `Options` tab. For details, see "Options Tab" on page 83.

Co-Browsing (Web Collaboration)

The co-browsing feature permits agents to co-browse (simultaneously navigate) shared web pages. This method enables agents to assist Web visitors in finding items of interest on websites while they are concurrently engaged in a chat session or phone call. A Java applet enables Web visitors to participate in co-browsing without having to set up and configure an application.

Push Video

The push video feature enables an agent to push a video file to a contact and initiate a video conference with both the contact's video and the pushed video file that is playing. The agent chooses a video file from a list and shows it to the contact.

Warning! The agent cannot preview the video, due to the format of video files supported by SIP.

Customizable Disposition Codes

The Genesys Agent Desktop interaction interface can be configured to display a customized checklist of disposition codes. You can configure the behavior so that it is mandatory or optional for the agent to select a disposition code prior to completing or transferring an interaction.

The default behavior of this functionality is configured in the Configuration Management Layer (see "Configuring the Disposition Code" on page 112 and "disposition-code" on page 212). You can override the default behavior—for example, by call type, by customer type, or any type you choose—by using the Genesys Routing capabilities. The selection of only one disposition code is supported.

Keyboard Navigation of Interface

You can navigate the agent desktop by using a keyboard or other accessibility device that is enabled by keyboard navigation. This feature improves the accessibility of the agent desktop by not forcing the user to navigate using the mouse. Navigation works panel to panel, and within a panel, component to component.

For the voice interaction interface, use the TAB key to set the focus on the next component; use SHIFT-TAB to set the focus on the previous component. You can use this method to navigate the Menu bar, the Batch Navigation, the interaction interface, the Tabs, and so on. Keyboard navigation is partially supported for other media interfaces.

Screen Reader Compatibility

The agent desktop can be configured to be compatible with screen readers, such as the Freedom Scientific application: Job Access With Speech (JAWS). Screen readers enable visually impaired (blind and low vision) agents to use the desktop interface through text-to-speech or text-to-braille. Genesys Desktop must be configured in the Configuration Layer to enable this compatibility (see "accessibility" on page 199). These options can be set in the Configuration Layer as default values that can be overwritten in the Agent Annex.

The Genesys Desktop HTML pages are designed to maximize content readability for screen reader applications. To take advantage of this, Genesys advises you to configure your screen reader application so that it reads the "ALT" and "TITLE" fields of the HTML elements.

Note: You can use a screen reader application or the keyboard to navigate the agent desktop interface for both inbound and outbound voice interactions and outbound campaign interactions, without Universal Contact Server.

SMS Page Mode

Small Message Service (SMS) text messaging is a widely used method for mobile phone subscribers to send and receive text messages on their phones. Genesys SMS Server supports both Inbournd and Outbound SMS through SMS Page Mode. SMS can be sent to a contact or can be received by a contact and viewed in the Contact database.

SMS Session Mode

Small Message Service (SMS) text messaging is a widely used method for mobile phone subscribers to send and receive text messages on their phones. Genesys SMS Server supports SMS sessions through SMS Session Mode. SMS can be sent back and forth to and from a contact. In SMS Session Mode, SMS are displayed to the agent as a simulated chat session.

MMS

Genesys Desktop supports inbound Multimedia Messaging Service (MMS) messages from a contact. MMS is a standard format to send messages that include multimedia content to and from mobile phones. MMS messages are handled as attached data. They are displayed in the Contact History.

MIME Type Information Support

Genesys Desktop supports MIME-type information. For attached files two pieces of information are provided: An icon that represents the type of file (displayed to the left of the file name in the Contact History and lists of attachment), and the file size.

Inbound Surveys

Genesys Desktop supports inbound survey messages from a contact. Typically, a contact fills out a survey on a web site and the results of the survey are stored in the contact history as an interaction.

Advanced Supervisory Tasks

The Supervisor Work Area enables contact center supervisors and system administrators to perform the following tasks:

- Monitor statistics on these contact center objects:
    - Tenants
    - Agents
    - Agent Groups (including Virtual Agent Groups)
    - Places

- Place Groups
- Queues, Virtual Queues, and Routing Queues
- Queue Groups
- Routing Points and Virtual Routing Points
- Routing Point Groups
- Interaction Queues
- ACD Queues

- View a comprehensive summary of available statistics for Genesys objects.

- Print group- and object-level statistical views.

- Utilize standard and custom statistical views.

- Include third-party (customer) data in the Supervisor Work Area views. For further information, see the *Genesys Desktop 7.6 Developer's Guide*.

- Define low and high thresholds for all quantitative statistics.

- Apply thresholds to multiple call center objects in one action.

- Change the color of table cells, text, and icons, in response to threshold violations.

- Monitor threshold violations (alarms) at the tenant, group, and object levels.

- View aggregate (consolidated) alarm levels at the tenant, group, and object levels.

- Send e-mail notifications in response to alarms.

- View the status of critical contact center objects while performing other tasks (handling interactions, managing e-mail queues, and so on).

- Manage agents:
  - Add new agents.
  - Modify agent properties (names, IDs, passwords, skills, and login IDs).
  - Modify Agent Annex information.
  - Delete agents.
  - Assign agents to agent groups.
  - Remove agents from agent groups.
  - Add a skill to multiple agents in one action.
  - Remove a skill from multiple agents in one action.
  - Enable or disable multiple agents in one action.
  - Assign a capacity rule to multiple agents in one action.
  - Monitor agents (All Calls or One Call) that are working with Chat media using any of the following monitoring modes through agent group views:
    - Silent monitoring
    - Whisper coaching
    - Barge in

- Monitor agents (Agent scope, Call scope, All Calls, and One Call) that are working with Session Initiation Protocol (SIP) Voice and Instant Messaging media using any of the following monitoring modes through agent group views:
    - Silent monitoring
    - Whisper coaching
    - Barge in
- Simultaneous SIP (including Instant Messaging) and Chat monitoring.
- Logout agents from SIP media.
- Logout from eService medias (this feature is enabled only for Interaction Server 8.0).

- Manage interaction traffic:
    - Move interactions from:
        - Queue to queue.
        - Workbin to queue.
        - Workbin to workbin.
        - Queue to workbin.
    - Send automated responses to e-mail.
    - Require content analysis to be performed on e-mail.
    - Change the priority of interactions.
    - Edit the attached data (properties) of interactions.
    - Terminate interactions.
    - Create and run macros that perform multiple actions on interactions.
    - Print interaction lists and the details of individual interactions.
    - Find interactions, based on one or more boxes (properties).
    - Filter interaction lists, based on one or more boxes (properties).
    - Filter and view live interactions, based on custom-defined attributes.
    - Add Custom fields for interactions and employ Filter and Find with Custom fields.
    - Move interactions from a routing. The supervisor can perform any operation on interactions in the following states: Queued, Routing, and Cached. Interactions in the Handled state cannot be moved from a routing.
    - Manage spam interactions.
    - Permissions for this capability can be set through the `security` section.
    - The maximum number of interactions that are permitted to be moved can be set through the `Person` object in the Configuration Layer.
- Configure Supervisor permission levels either individually or by group.

Note: For further information about supervisory tasks, see the *Genesys Desktop Supervisor Help* in the Genesys Desktop online help.

RADIUS Support

Genesys Desktop supports Remote Authentication Dial In User Service (RADIUS) messages during login. RADIUS is used to determine what features agents are authorized to use and records agent access in the server. RADIUS authentification can be configured to display various messages to the agent, including `Authentification failed: Invalid password` and `Your password will expire in 5 days`.

Genesys Desktop Topology

Figure 1 shows the key components of the Genesys Desktop network topology and indicates how Genesys Desktop is related to other Genesys components.
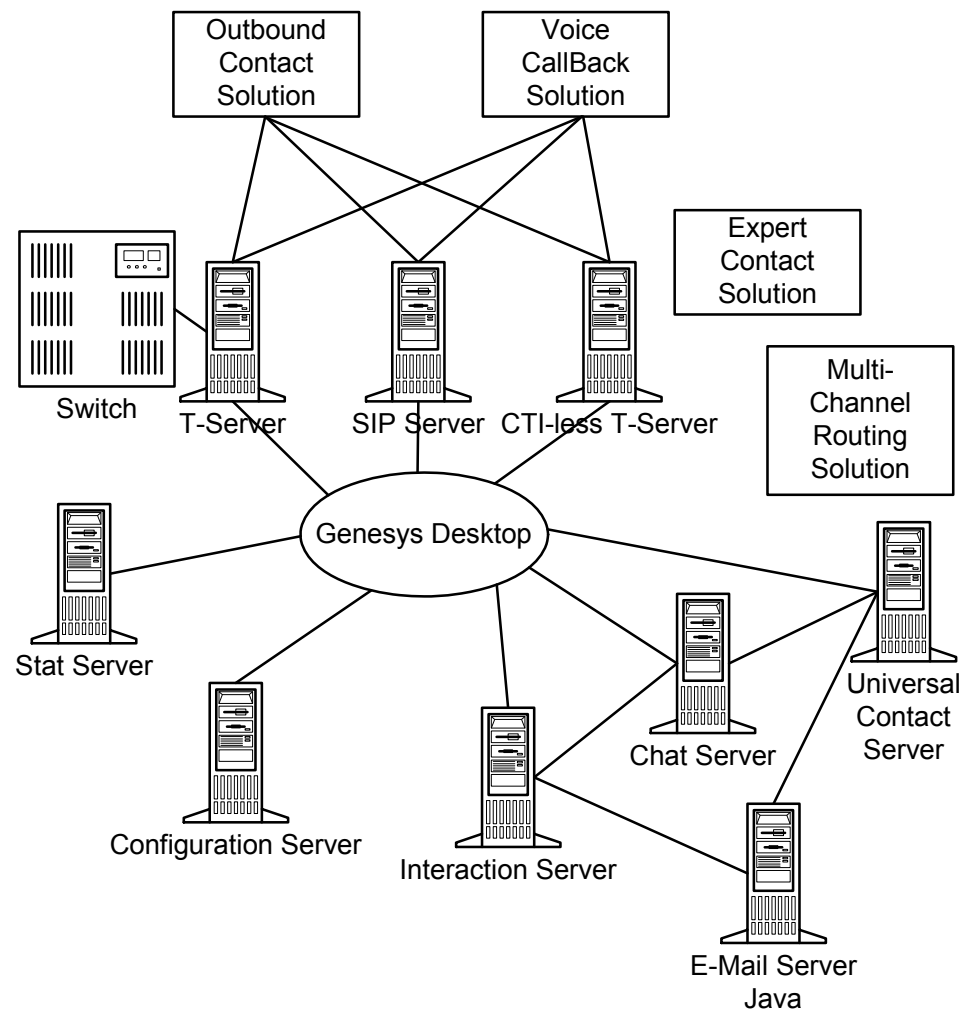
Figure 1: Key components of Genesys Desktop network topology

Genesys Desktop Architecture

Figure 2 shows the general Genesys Desktop architecture and how Genesys Desktop functions in relation to other Genesys components.

Browser

Browser

Browser

Browser

Apache / IIS

Genesys Desktop

Presentation Layer

Business Layer (AIL)

Servlet engines:
-Tomcat
-WebSphere
-WebLogic

Access libraries to Genesys Servers
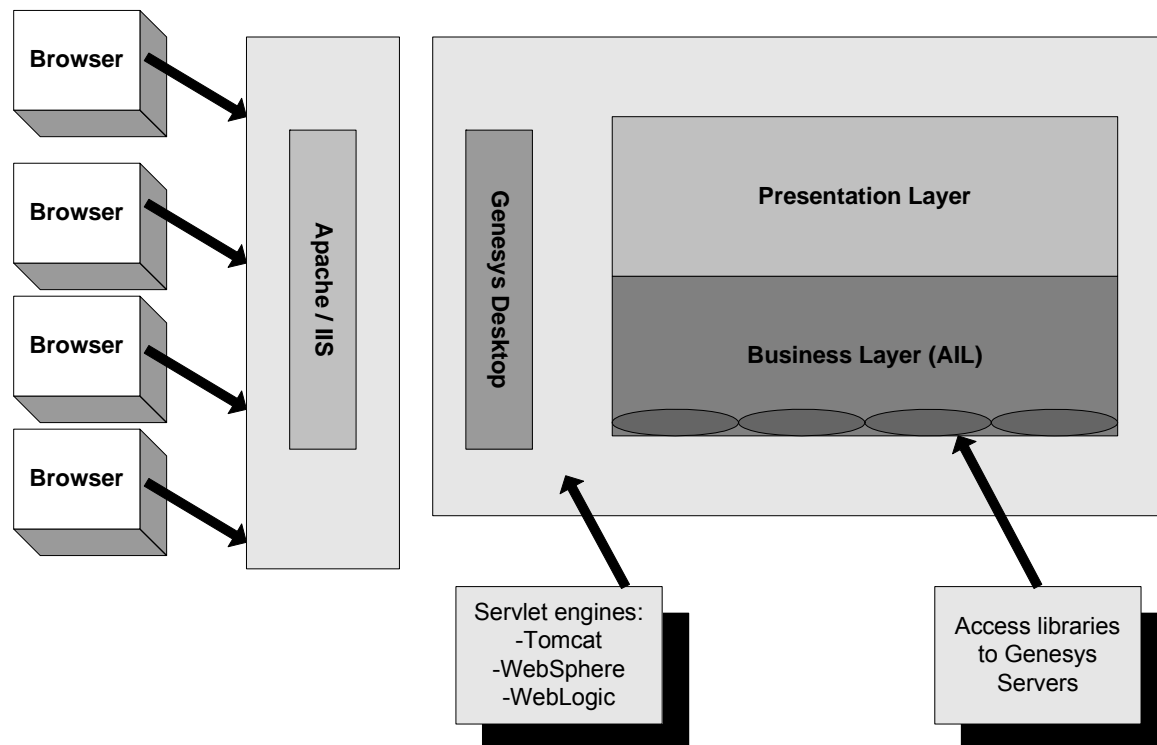
Figure 2: General Genesys Desktop architecture

Chapter

3

Preparing Your Environment for Genesys Desktop

This chapter contains a series of procedures to prepare your environment for the various ways that you can work with Genesys Desktop. It describes several useful configurations that can be created with Genesys Desktop. It contains the following sections:

Multimedia Configuration

Genesys Multimedia is a series of components that work together to handle interactions from disparate media-based devices. For details, refer to the Multimedia documentation. The following sections describe the Multimedia components:

- Replying to Inbound E-Mail, page 43
- Managing Router Processed Interactions, page 43
- Pending Versus Draft E-mail, page 44
- Web Collaboration (Co-browsing), page 45
- Forwarding to an External Resource: Workflows, page 46

This section also contains procedures for configuring Genesys Desktop to work with Genesys Multimedia (see Table 3).

Table 3: Multimedia configuration procedures

Objective	Related Procedures and Actions
Set up interaction workflow strategies to enable interaction review.	Supporting procedure: • Example of creating an interaction workflow strategy for QA review, page 41.
Configure Workbins to enable agents and supervisors to store interactions for later retrieval.	Supporting procedure: • Creating workbins by using the Script Configuration Procedure, page 42.
Enable web collaboration through Co-browsing.	Supporting procedure: • Verifying that co-browsing is correctly set up by opening a co-browsing session to enable web collaboration, page 45.
Enable forwarding of interactions to an external resource.	Supporting procedure: • Example of how to create an e-mail handling strategy, page 46.

Interaction Workflow

Interaction workflow strategies are used in Genesys e-mail, chat, and open media processing. Within e-mail life-cycle stages, your company can decide to set a review stage. You can define this stage according to e-mail review criteria (based on agents' skills), or you can set a specific strategy (for example, "For QA Review" or "Failed e-mail routing").

Directing an Interaction to QA for Review

When an agent releases a reply to an interaction, the interaction workflow can direct it to a senior agent or supervisor for Quality Assurance (QA) review. The reviewer decides whether to let the reply continue through the Outbound

part of the interaction workflow, return it to the agent for revision, or take other action.

Specific Strategy for QA Review

Procedure:
Example of creating an interaction workflow strategy for QA review

Purpose: To provide an overview of how you can create an interaction workflow strategy.

Start of procedure

1. From Multimedia samples, select the `qa review` strategy. Relate the outbound queue to this strategy, using the Interaction Routing Designer (IRD), where you can create a view on the `Outbound` queue.

2. Create a link between the view and the strategy.

3. Activate the strategy and save your changes.

Note: For further information about workflow strategies, refer to the *Interaction Routing Designer 7.6 User's Guide.*

End of procedure

Configuring Workbins

A workbin is like a personal queue, in which an agent, supervisor, or manager can store e-mails to be handled later. Configuring a workbin has the following requirements:

- A view that defines queue processing rules must be attached to a queue that was previously selected for the Workbin object. These rules determine which interactions should be selected from an associated queue, and how they should be selected.

- An Interaction Queue View, with associated parameters, enables interactions to be pulled from the agent's desktop.

- The two workbins used, `desktop-draft-workbin` and `desktop-collaboration-email-workbin`, are normally configured by the Multimedia Configuration Wizard. However, you might have to create your workbins.

Note: These requirements apply only if Genesys Desktop is going to be connected to Multi-Channel Routing (MCR) 7.1. To create workbins in a 7.2, or later, environment, refer to the Multimedia documentation.

Script Configuration Overview

You can create your workbins by configuring three scripts. Each script stands for a `Queue`, a `View`, and a `Workbin` object. These objects are associated with each other by an interaction flow strategy, using the Interaction Routing Designer (IRD).

There are two major steps:

1. Create the queue and the parameterized view in the IRD.

2. Create the workbin in Configuration Manager.

Procedure:
Creating workbins by using the Script Configuration Procedure

Purpose: To create your workbins by using three different configuration scripts.

Start of procedure

1. In the IRD, right-click the following folder:
   `..Interaction Design\Business Process\Script`.

2. Select `New` to create a new queue.

3. Right-click the new queue to create a new view.

4. In `View Properties`, select `Parameterized conditions` and enter: `agent_id`.

5. Save your newly created queue and view.

6. In Configuration Manager, verify that your queue and view exist.

7. Right-click `script` to create an object of `interaction workbin` type.

8. Right-click `WorkBin properties` and create a `WorkBin` section on the `Annex` tab.

9. Double-click the `WorkBin` section.

   The `Edit Option` dialog box appears, as shown in Figure 3.
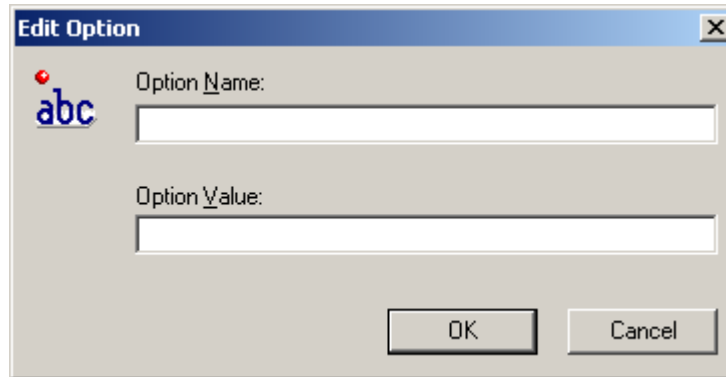
Figure 3: Edit Option dialog box

10. In the `Option Name` box, enter `View`.

11. In the `Option Value` box, enter the view name that you created in IRD.

12. The agent whose ID was entered in the parameterized view (see Step 4 on page 42) should now have access to his or her workbin, so that he or she can handle collaboration invitations and e-mail drafts.

Note: For further information about queues, views, and parameterized views, refer to the *Interaction Routing Designer 7.6 User's Guide.*

End of procedure

Replying to Inbound E-Mail

If an agent has received an incoming interaction, he or she can decide whether to use an interim or a standard reply, as follows:

• Interim reply—Agents can continue working on an inbound e-mail that remains on the desktop, even after clicking `reply` to open an outgoing interaction.

• Standard reply—When an agent clicks `reply`, the inbound interaction ends immediately or after some post-processing. Post-processing depends on the workflow information queue for the interaction:

  ◦ If it is `empty` or contains `stop`, processing stops.

  ◦ If it contains one or several names of queues, the interaction is placed in the first queue of the list (except `stop`).

Managing Router Processed Interactions

The supervisor can perform any operation on interactions in the following states:

• Currently in a queue,

- Currently being processed by the router, or
- Currently cached.

This feature provides you with additional information about the current state of all interactions and enables you to manipulate queued, routing, and cached interactions. Interactions in the Handled state cannot be moved from a routing.

Notes: If interactions are in a state other than Queued, they cannot be locked.

Only e-mail, open media, chat, and Web forms are available for Advanced Interaction Management.

Pending Versus Draft E-mail

Genesys Desktop supports differentiation of e-mails in the following states:

- `Pending` (delivered to workbin but not opened)
- `Draft`
- `Pending (in queue)`
- `Pending (in routing)`
- `Open` on the desktop.

Genesys Desktop also provides additional information for e-mails that are still in progress, and more detail for tracking e-mails as they are being processed.

In Genesys Desktop 7.0 and 7.1, an agent can look at the history and differentiate two kinds of status that describe stored interactions:

- `Pending`—The interaction is still active somewhere in the Genesys Workflow.
- `Done`—Interaction processing is over. It is not in the workflow anymore.

The purpose of this function is to provide additional information about interactions with the following `Pending` status:

- `Status="Queued"`
- `Status="Handled by an agent"`
- `Status="In a work bin"`
- `Status="Routing"`

Notes: Interaction Server 7.2 or later is required to display the additional information about Pending versus Draft e-mail. There is no real-time update of the status.

Additional data is not provided in the history summary, but only in the history detail, and for only one interaction at a time.

Web Collaboration (Co-browsing)

Web Collaboration supports the new version of co-browsing for Genesys Desktop. It is only applicable to live communication with a customer (for example, chat or voice interactions). When a chat session is open, the agent can launch a co-browsing session. However, for voice interactions, the customer's `session_ID` must be exchanged verbally before co-browsing can occur.

Procedure:
Verifying that co-browsing is correctly set up by opening a co-browsing session to enable web collaboration

Purpose: To open a co-browsing session.

Prerequisites

- To enable the co-browsing feature, you must configure server access to Multimedia in Configuration Manager. Refer to the *Multimedia 7.6 Deployment Guide* and the *Multimedia 7.6 User's Guide* for more information.

- To use the co-browsing feature, you must secure the communications channel between a client browser and the web server. To do this, configure your Apache or IIS HTTP server in SSL mode.

- The agent must use the following URL to start the session:

  `https://<host name>/gdesktop.`

- (Internet Explorer only) To ensure acceptable performance, if permitted by your corporate security policy, clear the following Internet Explorer Advanced settings option on the `Security` tab:

  `Do not save encrypted pages to disk`

Start of procedure

1. In the Genesys Desktop voice or chat interaction pane, click `Co-browse`.

   A new window appears, which displays co-browsing content.

2. Do one of the following:
   - For voice interactions, the agent must enter the `session_id` provided by the customer before the session can start.
   - For chat interactions, the `session_id` is provided along with the interaction, so that the session can start immediately.

End of procedure

Forwarding to an External Resource: Workflows

To improve the interaction workflow between the desktops of T-Server agents and non-T-Server agents, Genesys advises you to use specific keys to store interactions in workbins that are used in processes involving external resources (such as transfers or collaborative e-mails).

Configuration

*   To enable an agent to forward an inbound e-mail to an external resource, enter the appropriate queue name in the `email-trsf-ext-queue` option (mandatory) of the `multimedia` section in your Genesys Desktop application.

*   To enable an agent to monitor pending e-mails transferred to an external resource, create a dedicated workbin and make it visible in Agent Desktop by configuring the `email-custom-workbins` option (optional) of the `multimedia` section.

Strategies

To forward an inbound e-mail to an external resource and monitor pending e-mails, design a strategy associated with the `email-trsf-ext-queue` option:

*   This strategy must contain at least a `Forward` block that uses the `GD_ExternalAgentAddress` attached data as the forward address.

*   This strategy might also contain a `PlaceInWorkbin` block so that the agent who initiated the transfer can monitor pending external e-mails. This block should rely on the `GD_OriginalAgentEmployeeId` attached data to specify the target.

*   This strategy might also contain an attached data with a "_" prefix to track the transfer to the external resource.

Procedure:
Example of how to create an e-mail handling strategy

Purpose: To send a "never mind" e-mail to external resources when an agent or the system has escalated the pending e-mail.

Start of procedure

1. Configure a `Post-Processing` queue.

2. For inbound e-mail routing targets, configure the `queues for existing interaction`, so that those e-mails can be routed to the `Post-Processing` queue when an agent clicks `done` or `reply`.

3. Configure a post-processing strategy for inbound e-mails:
- The post-processing strategy must contain an `Auto-Reply` block that is executed when an e-mail is a pending e-mail (contains the `GD_ExternalAgentAddress` or the attached data).
- `GD_ExternalAgentAddress` is also used to set the `To` box of the `Auto-Reply` block.

End of procedure

Specific Supervisor Work Area Configurations

There are two types of actions that are specific to the supervisor work area configurations that can be customized: "Configuring Custom Actions" on page 48 and "Terminating Interactions" on page 52. See Table 4 for a list of procedures related to configuring Genesys Desktop for certain supervisor capabilities.

Table 4: Configuring Genesys Desktop for specific Supervisor capabilities

Objective	Related Procedures and Actions
Enable the supervisor to perform custom actions.	Supporting procedures: 1. Configuring Genesys Desktop to send an automated response, page 48. 2. Configuring Genesys Desktop to use the Spam Management feature with Multimedia, page 49 3. Configuring Genesys Desktop to reclassify e-mails using content analysis, page 51
Enable the supervisor to terminate interactions.	Supporting procedure: • Configuring Genesys Desktop to use the two-step termination process, page 52.

Configuring Custom Actions

The Supervisor Work Area enables supervisors to manipulate individual e-mails using several user interface actions. The following custom actions require you to perform additional configuration:

- Sending an Automated Response, page 48
- Managing Spam, page 48
- Reclassifying E-Mails Using Require Content Analysis, page 51
- Adding Queues to the Genesys Desktop Application, page 51

Sending an Automated Response

The `Send Automated Response` action enables supervisors to send automated responses to one or more e-mails. You must make the following changes before supervisors can use this action:

Procedure:
Configuring Genesys Desktop to send an automated response

Purpose: Configure the `Send Automated Response` action to enable supervisors to send automated responses to one or more e-mails.

Start of procedure

1. In Configuration Manager, create an e-mail (interaction) queue to store the e-mails that require an automated response. When a supervisor invokes the Send Automated Response action, selected e-mails are transferred to this e-mail queue. For further information, see the Configuration Manager online help.

2. Specify the name of the automated response queue in the Genesys Desktop `Application` object, which is located in the Genesys system configuration. For further information, see "Adding Queues to the Genesys Desktop Application" on page 51.

3. Set up your e-mail routing strategy to send an appropriate automated response when an e-mail enters the automated response queue.

End of procedure

Managing Spam

There are several ways to use the Spam Management feature in workflows that use Multimedia functionality. Before supervisors can use this feature, you must

define the Business Attribute, as described in Configuring Genesys Desktop to use the Spam Management feature with Multimedia.

Procedure:
Configuring Genesys Desktop to use the Spam Management feature with Multimedia

Purpose: Define business attributes to enable supervisors to use Spam Management.

Start of procedure

1. In Configuration Manager, create a business attribute named `InteractionCustomProperties` and select the type as either `Interaction Operational Attribute` or `Custom`.

2. Within this business attribute, define the `Name` attribute value as `IsSpam`.

3. Select the `Annex tab`, and create a section named `translation`, then use the procedure: Configuring Genesys Supervisor Desktop to use custom interaction attributes, page 119, to configure Genesys Desktop to use a custom interaction attribute for the Spam Management feature. For more information about deploying and configuring Interaction Server, refer to the *Multimedia 7.6 Deployment Guide* and the *Multimedia 7.6 Reference Manual*.

   Note: You can define another custom field in the Interaction Server Database to use for this feature by using another name—for example, `CustomNumber2`, `CustomNumber3`. Only numeric type for `Custom` fields can be used for Spam Management workflow.

4. Configure a new business attribute with the `Interaction Operation Attribute` type named `IsSpam` (the same name as the attribute value defined in the `Interaction Custom Properties` business attribute in Step 2).

5. Add the following attribute values to the `IsSpam` business attribute:
   - `Name = 0`, `Display name = Is Not Spam`
   - `Name = 1`, `Display name = Is Spam`

   This enables an agent to mark e-mail as spam if this was not specified by the supervisor and this type of e-mail is delivered to the agent. In Genesys Desktop, when the agent clicks the `Custom Data` tab, a drop-down menu appears by default with two pre-defined values, as shown in Figure 4.

Figure 4: Custom Data Tab

End of procedure

Initially, when this type of e-mail is delivered to an agent, the `IsSpam` value is undefined. Once specified by an agent, it remains in both the Custom Data and the User Data for interaction events.

Note: Agents can mark an e-mail as spam and then decide how to further process it. This is an example of the ready-to-use behavior of Genesys Desktop.

There are additional methods for improving manual spam management:

* If an e-mail is marked as spam either by an agent or supervisor during interaction management, it can be placed into a queue, where it can then be processed according to the desired workflow.

* An agent can delete the contact and all interactions in the history, if all the corresponding interactions are marked as spam.

* The Knowledge Management capabilities, such as Content Analysis from Multimedia 7.6, can be utilized. Genesys recommends that you use Knowledge Manager to create a special `IsSpam` category (belonging to a root category structure) to which an agent can then assign spam. When the number of e-mails assigned to this category is sufficient, a training model can be created using the Content Analyzer feature in Multimedia. The workflow for incoming messages can include classification of e-mails, enabling you to automatically terminate spam e-mail. This helps prevent the delivery of spam e-mails to agents, and reduces the need for supervisors to manage spam e-mails manually.

Note: For more details about the training model and category structure, refer to the *Multimedia 7.6 User's Guide*.

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* Genesys Desktop can be customized to display a new button on the interaction toolbar that enables an agent to mark an e-mail as spam. For example, the logic behind a custom spam button would be:

◆ Set the `IsSpam` custom attribute to `0` or `1`.
◆ Place the e-mail automatically in a queue dedicated to spam interaction handling.

Reclassifying E-Mails Using Require Content Analysis

The Require Content Analysis action enables supervisors to reclassify one or more e-mails.

You must perform the following steps before supervisors can use this action:

Procedure:
Configuring Genesys Desktop to reclassify e-mails using content analysis

Purpose: To enable supervisors to use the `Require Content Analysis` action.

Start of procedure

1. In the Configuration Manager, create an e-mail (interaction) queue to store the e-mails that require content analysis. When a supervisor invokes the Require Content Analysis action, selected e-mails are transferred to this e-mail queue. For further information, see the Configuration Manager online help.

2. Specify the name of the content analysis queue in the Genesys Desktop `Application` object, which is located in the Genesys Configuration Layer. For further information, see "Adding Queues to the Genesys Desktop Application" on .

3. Set up your e-mail routing strategy to analyze the content of e-mails that enter the content analysis queue.

End of procedure

Adding Queues to the Genesys Desktop Application

You must add the automated response queue and the content analysis queue to the `Options` area of the Genesys Desktop `Application` object configuration properties. You can use Configuration Manager to define the appropriate values, as shown in Table 5.

Table 5: Adding Queues to Genesys Desktop

Keyword	Value	Description
multimedia Section		
email-auto-response-queue	Queue Name	Defines the automated response queue.
email-content-analysis-queue	Queue Name	Defines the content analysis queue.

Terminating Interactions

The Supervisor Work Area enables you to configure Genesys Desktop to terminate selected interactions.

Note: After an interaction is terminated, no further processing is performed.

However, your organization may prefer to use a two-step termination process—for example:

1. First-level supervisor marks an interaction for termination.

2. Second-level supervisor and/or an automated process reviews and handles the interaction that was marked for termination.

Procedure:
Configuring Genesys Desktop to use the two-step termination process

Purpose: To enable you to use the two-step termination process.

Start of procedure

1. In Configuration Manager, create an interaction queue called `Terminate` (or choose another appropriate name).

   For details, see the Configuration Manager online help.

2. Instruct first-level supervisors to use the following process when terminating an interaction:

   a. Select the interaction on the `List` pane of the Supervisor Work Area.

   b. Click `List Pane Actions` and choose `Selected` > `Move To Queue`.

   c. After the `Move To Queue` appears, select the termination queue that was defined in Step 1.

3. Do one or both of the following:

- Instruct second-level supervisors to review the interaction in the termination queue.

- Modify your routing strategy to manage the interactions that are placed in the termination queue.

End of procedure

Configuring NotReady Reasons and Work Modes

Genesys Desktop provides "reasons" with which you can customize agent `NotReady` status; these are located in the `action codes` folder in Configuration Manager.

In its default configuration, Genesys Desktop supports the `Unknown` and `After Call Work` work modes. To support the `aux work` work mode, some additional configuration is required, as explained in "Advanced NotReady Reason Configuration".

Table 6 lists the procedures that you should follow to configure `NotReady` reasons and set up work modes.

Table 6: Configuring NotReady Reasons and Setting up Work Modes

Objective	Related Procedures and Actions
Create new, non-default NotReady reasons.	Supporting procedures: • Creating the NotReady type, page 53.
Set up new work modes.	Supporting procedures: • Extending the customized NotReady status monitoring capability of Genesys Desktop, page 55

Procedure:
Creating the NotReady type

Purpose: To support the `aux work` workmode.

Start of procedure

1. In Configuration Manager, right-click tenant > Action Code, and then select New > Action Code.

2. In the Properties dialog box of the new action code, enter the values shown in Figure 5.

    • Name: The string label of the action code.
    • Type: Select NotReady from the drop-down list.
    • Code: Any integer value that matches your switch configuration.
    • State Enabled: Checked.

3. Click OK or Apply.

4. Restart the server after you have finished.
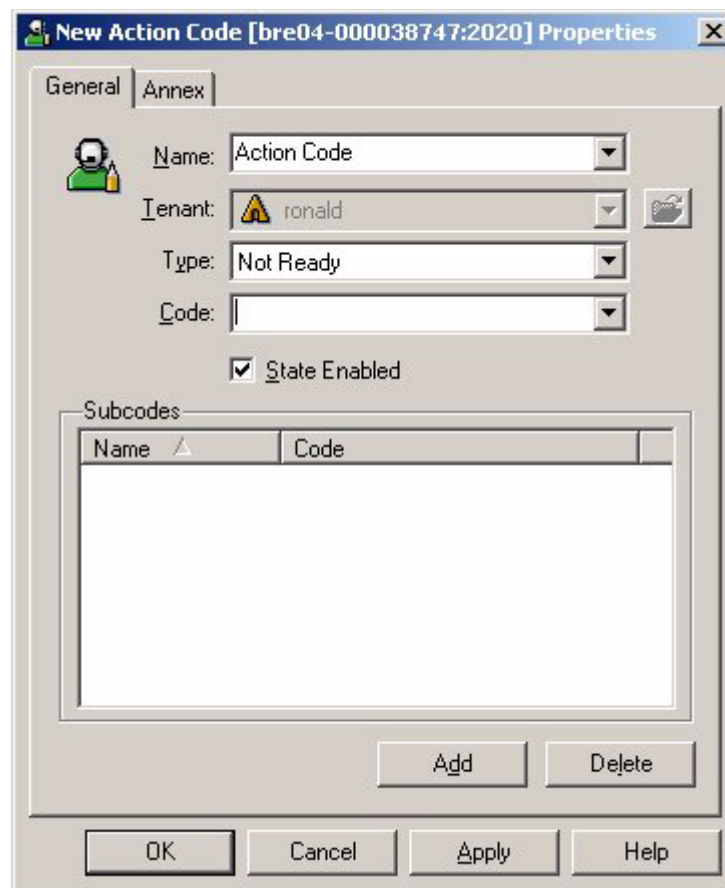
Figure 5: Customize the NotReady Type in the Action Codes Directory

End of procedure

Advanced NotReady Reason Configuration

In addition to defining reasons to customize the NotReady status of an agent, you can refine and extend the customized NotReady status monitoring. Genesys

Desktop monitors this status, even if your corporate system does not systematically monitor it.

Procedure:
Extending the customized NotReady status monitoring capability of Genesys Desktop

Purpose: To extend `NotReady` monitoring.

Start of procedure

1. In Configuration Manager, right-click the `Action Code` folder and select `New Action Code`. The `New Action Code` dialog box is displayed.

2. Specify a name, type, and code value for the new `NotReady` status.

3. Click the `Annex` tab.

4. In the `Add section` dialog box, create a new section called `desktop`, and then click `OK`. This section is dedicated to Genesys Desktop.

5. Double-click the `desktop` section to open it, and then click the `Create New section/Option` icon. The `Edit Option` dialog box appears, as shown in Figure 6.
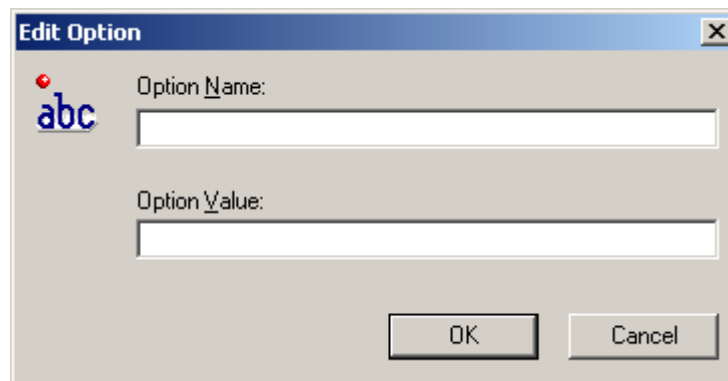
Figure 6: Edit Option Window in Created Desktop Section

6. In the `Option Name` box, enter an option name (see "Not Ready Reason Options" on page 56).

7. In the `Option Value` box, enter a corresponding option value (see "Not Ready Reason Options" on page 56).

8. Restart the server to validate the modifications.

Note: You can configure the `extensions` option only if your corporate switch(es) support(s) auxiliary codes. Please refer to the relevant T-Server documentation for details.

Not Ready Reason Options

workmode

Refines and extends the customized `NotReady` status monitoring, even when not supported by the switch.
Default Value: `none`
Valid Values: `none, aux-work`

extensions

If your corporate switch does not support the `aux-work` value, creates and enters `extensions` as the option name, and either `false` (as the default value) or `true` (as a valid value).

Note: The `extensions` option is available only if the `workmode` option is not defined or if it is set to `none`.

Default Value: `false`
Valid Values: `true, false`

reason-extension-key

The name of the reason code that is added to the Not Ready Reason map. It corresponds to an Action Code that is defined in the Configuration Layer. If `aux-work` is configured for `workmode`, the value is the corresponding `ReasonCode`.
Default Value: `ReasonCode`
Valid Values: `ReasonCode, <any string>`

reason-extension-value

The index value of the reason extension, if the `reason-extension-key` option is not defined. If the value is empty or not correct, the default value is: `code`. This is the value of the key that is defined by `reason-extension-key`; it is the code that corresponds to the Action Code. `name` is the value of the key that is defined by `reason-extension-key`; it is the name of the Action Code.
Default Value: `code`
Valid Values: `name, code`

End of procedure

Configuring the External Resource Address Book

In the agent desktop interface, in the `Transfer Incoming E-mail` window, an agent can choose from one of the following two options:

- Enter the e-mail address of the external resource.
- Select an address that is specified in the `Business Attribute` area.

By configuring the `E-mail Accounts` option in Configuration Manager, you populate the list of available resources for the agent with the e-mail addresses of external resources for incoming e-mail transfers.

Procedure:
Configuring external resource e-mail accounts to be targets of incoming e-mail transfers

Purpose: To fill in the `E-mail Accounts` option with external resource e-mail addresses in the `Business Attribute` area of your tenant.

Start of procedure

1. In the `Business Attribute` folder, select the `E-mail Accounts` option.

   If this attribute does not exist in the appropriate tenant, right-click the `Business Attribute` folder, select `New` > `Business Attribute`, and fill in the following boxes:
   - `Name`: Enter `EmailAccounts`.
   - `Display Name`: Enter `E-mail Accounts`.
   - `Type`: Select `Custom`.
   - `Description`: (Optional) Enter a description of the attribute.

2. Right-click the `Attributes Value` folder, and select `New` > `Business Attribute Value`.

3. In the `Properties` dialog box of the `Attribute Value` folder, fill in the following boxes:
   - `Name`: Enter the external resource e-mail address that is used by the agents.
   - `Display Name`: Enter the external resource name (not used).

End of procedure

Configuring the Contact Lookup for Voice Interactions

The Genesys Desktop Server can be configured to look up contact information from the Universal Contact Server (UCS), based on key values in the data attached to a voice interaction. The retrieved contact information can then be displayed to the agent when the interaction is routed to that agent.

To customize Contact Lookup for non-voice interactions, you must use Genesys Multimedia. For information about Contact Lookup customization, see the *Genesys Multimedia 7.6 User's Guide*.

Example of a Contact Lookup for a Voice Interaction

In this example, a call comes in to the company and is handled by an IVR. The IVR collects data from the caller. The IVR data are attached to the call. The contact lookup is based on the attached data collected by the IVR, using the key field: `Attached_Data_Key_For_Lookup`. The Genesys Desktop Server sends a request for a contact to UCS. The request is for a contact with an `EmailAddress` attribute equal to the value of the `Attached_Data_Key_For_Lookup` key field in the attached data. If a match is found, the contact information from UCS is attached to the voice interaction and the interaction is routed to the agent.

1. `EventRinging` is received by the Genesys Desktop Server.

2. Genesys Desktop Server retrieves the `Lookup Rule` from the `Genesys Desktop Application` object in Configuration Server. In this example, in the `voice-attribute` section, the `Attached_Data_Key_For_Lookup` option is configured with the value `EmailAddress`.

   This means that UCS is queried for contact information based on the e-mail address of the contact.

3. Genesys Desktop Server searches for the `EmailAddress` key field in the attached data of the event `EventRinging`.The `EmailAddress` key field corresponds to the value of the `Attached_Data_Key_For_Lookup` attribute.

4. Genesys Desktop Server sends a request to UCS for a contact with an `EmailAddress` attribute value that matches the value of the `EmailAddress` key field that was retrieved from the `Attached_Data_Key_For_Lookup` search.

5. If the contact information exists in UCS, the contact information is displayed on the Genesys Agent Desktop.

Default Contact Association Behavior

By default, Genesys Desktop associates a contact with voice interactions through the customer calling number. However, you can customize contact lookup for voice interactions according to your corporate requirements.

To override the default behavior, and instead search the contact using information in the attached data sent by the Interactive Voice Response (IVR) system. To do this, you must configure:

- The `Contact Attributes` values in the appropriate tenant in the Configuration Layer.
- The `voice-attribute` section of the Genesys Desktop application in Configuration Manager (see "Options Tab" on page 83).

Configuring the Contact Attribute Values

Configure the contact attributes in the `settings` section of the `Annex` tab, using the values presented in Table 7.

Note: This configuration does not affect the UCS contact lookup algorithm for e-mail and chat media.

Table 7:   Configuring Contact Attribute Values

Key Name	Values
is-searchable	Default Value: `false` Valid Values: `true`, `false`
search-order-level	Default Value: `127` Valid Value: `0` (highest priority), or any positive integer up to `127`.
is-case-sensitive	Default Value: `false` Valid Values: `true`, `false`

By default, the attributes listed in Table 7 are predefined for the `EmailAddress`, `PhoneNumber`, `FirstName`, and `LastName` values, as follows:

- For these four values, the `is-searchable` key is set to `true`.
- For the `search-order-level` key, attributes map to values as follows:
  - `EmailAddress=0`
  - `PhoneNumber=1`
  - `FirstName=2`
  - `LastName=2`

There are three procedures that you must follow to set up and customize voice attributes for contacts (see Table 8 on).

Table 8: Configuring for Custom Contact Lookup

Objective	Related Procedures and Actions
Configure Genesys Desktop to look up contact information from the Universal Contact Server (UCS), based on key values in the data attached to a voice interaction.	Supporting procedures: 1. Creating new contact attributes, page 60. 2. Customizing existing contact attributes for voice interactions, page 61. 3. Customizing the voice-attribute section, page 61.

Procedure:
Creating new contact attributes

Purpose: To create new contact attributes in Configuration Manager and in the tenant associated with your application.

Start of procedure

1. Expand `Business Attributes` and select `Contact Attributes`.

2. Select `Attribute Values`, right click, and then select `New Attribute Value`.

3. Fill in the following boxes:
   - `Name:` Enter the name of the attribute.
   - `Display Name:` Enter the display name that you want to give to this attribute.
   - `Description:` (Optional) Enter a description of the attribute.

4. Click `OK`.

5. Ensure that the `Annex` tab is viewable by selecting the `Show Annex tab in object properties` check box from the `View > Options` menu.

6. On the `Annex` tab of the `Attribute Value Properties` dialog box, create the `settings` section.

7. Double-click `settings`, click `New`, and fill in the `Option name` and `Option value` boxes in the `Edit Option` dialog box corresponding to the main lookup criteria for contacts.

8. Set `is-searchable` to `true`, and set `search-order-level` to `0`, according to "Configuring the Contact Attribute Values" on page 59.

> **Note:** Only use the value `0` for `search-order-level`, if you want a new contact attribute to have the greatest priority.

9. Click `OK`.

> **Note:** For more information about customizing contact creation, refer to the *Multimedia 7.6 User's Guide*.

End of procedure

Procedure:
Customizing existing contact attributes for voice interactions

Purpose: To customize an existing contact attributes for voice interactions in Configuration Manager and in the appropriate tenant.

Start of procedure

1. Select `Business Attributes` > `Contact Attributes`.

2. Open the `Attribute Values` folder.

3. On the `Contact Attributes Value` dialog box, select the contact attribute that you want to customize.

4. Click the `Annex` tab and set the key values as in steps 7 and 8 of "Creating new contact attributes" on page 60.

5. Click `OK`.

End of procedure

Procedure:
Customizing the voice-attribute section

Purpose: To configure the `voice-attribute` option for voice interactions.

Start of procedure

1. In Configuration Manager, open the `Properties` dialog box of your application.

2. On the `Options` tab, create a new `voice-attribute` section and enter the required values (according to your corporate needs) as shown in Table 9 and Figure 7.

> **Note:** In Tables 7 and 9, the entered name and value are only examples. It
> is up to your company to decide which criteria are relevant to
> contact lookup.

End of procedure

Table 9: Customizing the voice-attribute Section

Option Name (Keyword)	Value	Description
voice-attribute Section		
`<the name of the attached data key that stores the attribute value to be found·for example, BusinessID>`	`<the name of the contact attribute on which the lookup is performed·for example, AccountNb>`	The attribute value that the client application sends to Universal Contact Server to get the data from the attached data. The value must match the attribute data name of the business attribute.
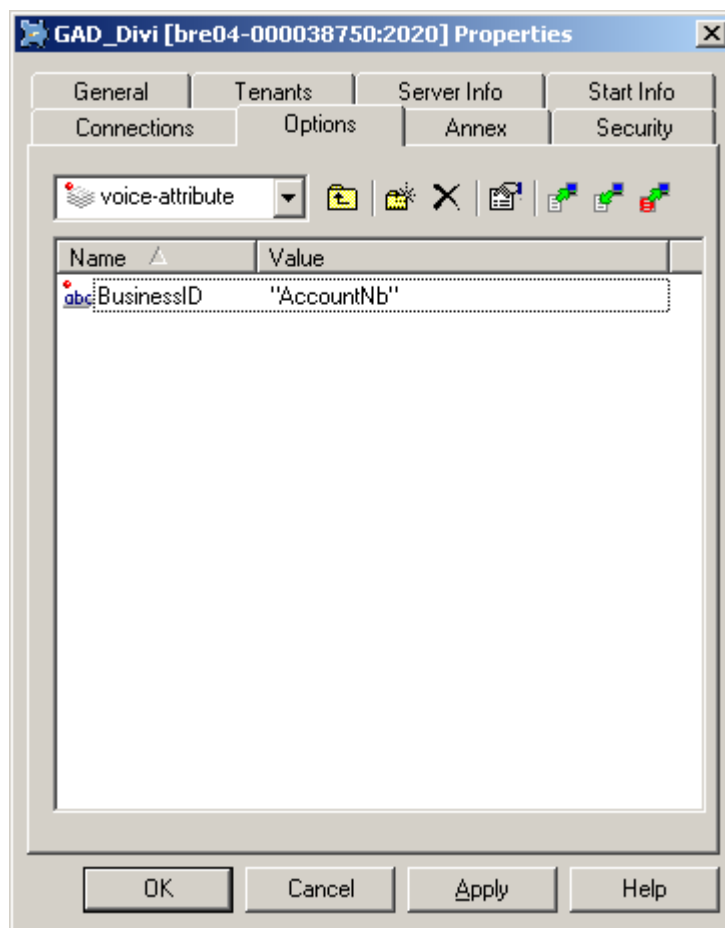
Figure 7: Example of Voice Attribute

Switch-Specific Support

Genesys Desktop has been tested with multiple switches, as listed in *Genesys Supported Media Interfaces Reference Manual*. To achieve full support of the following switches, configure the place at which the agent logs in as described in Table 10, for the following DN configurations:

-

-

-

-

Nortel CS 2000/2100

If you use the Nortel Communication Server 2000/2100 (formerly DMS100) Switch you can configure the `non-acd-on-pdn` option in the annex of the Switch object in the Genesys Configuration layer to change the DN from which new calls are dialed:

Configuration Manager: <switch> object, Annex tab, settings Section

non-acd-on-pdn

Default value: `false`

Valid values: `true`, `false`

Specifies the DN from which new calls are dialed. If this option is set to `false`, then new calls are dialed from the extension DN and agent-to-agent calls are dialed to the extension of the target agent.

If this option is set to `true`, then new calls are dialed from the ACD Position DN and agent-to-agent calls are dialed to the ACD Position of the target DN.

Note: Genesys recommends that you check with your switch vendor to ensure that this option will be correctly supported by your Nortel CS 2000 switch.

Table 10: Place Configuration for Agent Login

Switches	DN in Configuration Manager	Agent Login in Configuration Manager	DN ID Reflected
2 DNs (1 Extension and 1 Position)			
Nortel Communication Server 1000 with SCCS/MLS (formerly Nortel Symposium and Nortel Meridian 1) Nortel Communication Server 2000 (formerly DMS 100) NEC APEX (American Version) NEC SV7000	2 DNs: • 1 Extension • 1 ACD Position	No constraint	1 Voice DN (ACD Position number)
1 DN or more			
Ericsson MD110 NEC SV7000	1 DN or more: • 1 Extension (ODN) • $n=$ 0/1 ACD Positions (ADN)	No constraint	1 Voice DN (Extension number)

Table 10: Place Configuration for Agent Login (Continued)

Switches	DN in Configuration Manager	Agent Login in Configuration Manager	DN ID Reflected
1 DN (1 Extension or 1 Position)			
Alcatel 4200 emulated Aspect Call Center Avaya Definity G3 Cisco CallManager DataVoice Dharma EADS Telecom M6500 EADS (Intecom) E EADS (Intecom) Point Span Fujitsu F9600 Genesys IP Media eXchange Mitel Networks SX-2000 Phillips Sopho iS3000 Rockwell Spectrum Siemens Hicom 300E/300H Siemens HiPath 3000 Siemens HiPath 4000 CSTA 3 Siemens Realitis-DX iCCL SIP Server Tenovis Integral 33	1 DN: • 1 Extension *or* • 1 ACD Position	No constraint	1 Voice DN (Extension number or ACD Position number
Alcatel-specific			
Alcatel 4400 standard	In switch: • 1 Extension • 1 ACD Position In place: • Shortcut to Extension • Shortcut to ACD Position	Login ID equal to ACD Position number	1 Voice DN (ACD Position number) `agent substitute= false`

Table 10: Place Configuration for Agent Login (Continued)

Switches	DN in Configuration Manager	Agent Login in Configuration Manager	DN ID Reflected
Alcatel 4400 Agent Substitute	In switch: • 1 Extension • 1 ACD Position In place: • Shortcut to Extension only	LoginID equal to ACD Position number	`(T-server option: agent-substitute= true)` Extension if logged out Position if logged in
Alcatel 4400 Agent emulated	In switch: • 1 Extension In place: • Shortcut to Extension	Not define position for login ID	`agent-substitute= true/false`

Note: In some cases, for some of the switches listed in Table 10, an agent cannot see all of the DNs in the place configuration; sometimes only one DN is visible that includes the features of all of the other DNs.

Configuring for VoIP Support on IPMX

To handle Voice over Internet Protocol (VoIP) calls, Genesys Desktop uses H323 (Microsoft NetMeeting) or SIP (Windows Messenger) applications. For a full description of VoIP, see the *IP Media eXchange 7 Reference Manual.*

To use VoIP, an agent must log in to a `Place` that contains a DN created on the Genesys IP Media eXchange (IPMX) switch. The DN should be configured as listed in the following subsections.

General Tab

*   `Type: ACDPosition`
*   `Number: any`

Advanced Tab

*   `Alias` and/or `Use-Override` (must be selected if used): Enter the IP address on which the agent's VoIP application is launched, preceded by the `@` symbol, and followed by the `/VR` option. For example: `@192.168.3.4/VR`

    This option enables a Connected mode between IPMX and a VoIP application. For standard use, Genesys recommends setting the agent's NetMeeting to `autoresponse`.

Note: Agents can receive VoIP sessions when logged into an IPMX DN. The connection between VoIP applications and IPMX is established only after the agent accepts the call, and the connection remains on until the agent logs out.

Configuring for SIP Server Support

Genesys Desktop supports SIP Server. For a full description of this server, refer to the *Framework 7.6 SIP Server Deployment Guide.*

Using Genesys Desktop with a Regular SIP Hard or Soft Phone

You configure endpoints (SIP phones) as Extension objects in the Genesys Configuration Layer. For DN objects, refer to the *Framework 7.5 SIP Server Deployment Guide.*

Using Genesys Desktop 7.6.0 to 7.6.2 with Genesys Desktop SIP Endpoint

Genesys Desktop SIP Endpoint is not shipped with releases 7.6.3 or higher. However, if you have upgraded to 7.6.3 from a previous 7.6 release of Genesys Desktop, you can continue to use your previously installed version of Genesys Desktop SIP Endpoint.

Purpose

Genesys Desktop SIP Endpoint is a simple sample application that handles media level voice and video interactions. A voice media microphone and audio device—such as a computer headset or handset—are required for these interactions. A computer video camera, such as a webcam, is required to use the video capabilities. You must install Genesys Desktop SIP Endpoint on each computer that is running Genesys Desktop clients, and where you want to leverage Genesys Desktop SIP Endpoint capabilities.

Note: Genesys Desktop SIP Endpoint is supported only on the Windows operating system.

This application enables users to handle regular agent voice and video operations, such as making, answering, holding, retrieving, transferring, and conferencing calls, by interfacing only with its regular Genesys Desktop application. No interaction with Genesys Desktop SIP endpoint is required, which is contrary to most SIP soft or hard phones. Video is handled in a dedicated pop-up window.

Codecs

Genesys Desktop SIP Endpoint relies on Microsoft RTC. RTC supports the following audio codecs:

- G.711
- G.722.1
- G.723
- GSM
- DVI4
- SIREN

The following video codecs are supported:

- H.261
- H.263

G.729 is also supported as a pluggable codec. It should be implemented as an Audio Compression Manager (ACM) driver and can be deployed together with the RTC stack. Refer to the RTC documentation for details on ACM drivers.

Vendors offering the G.729 family of protocols in the form of ACM drivers that can be used with RTC stack include VoiceAge. For more information, refer to the following URL:

`http://www.voiceage.com/acmdriver.php`.

Supported Platform

Genesys Desktop SIP Endpoint runs only on Windows XP and Windows Vista.

Preparation

Ensure that the following products are installed on the target computer where the Genesys Desktop client is used:

• Microsoft .Net Framework 2.0

You can download Microsoft .Net Framework 2.0 package from Microsoft:

`http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-`
`4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en`

Configuring Genesys Desktop for Genesys Desktop SIP Endpoint

In Configuration Manager, a dedicated configuration of DNs for the SIP Server switch is required to make Genesys Desktop SIP Endpoint work properly. For each `DN` object that you plan to use with a Genesys Desktop SIP Endpoint instance, create a section that is named `TServer` on the `Annex` tab of the `DN` object, and then specify the following options and corresponding values:

Configuration Manager: DN object, Annex tab, TServer section

refer-enabled

Value: `true`

The `refer-enabled` option should either be absent or, if present, set to `true`.

sip-cti-control

Values: `talk, hold`

reinvite-requires-hold

Value: `true`

transfer-complete-by-refer

Value: `true`

> **Note:** Remove the `make-call-rfc3725-flow` option if it is present, because it is no longer supported.

Configuring SIP Server for Genesys Desktop SIP Endpoint

SIP Server can be configured to have persistent registrar functionality, so that applications—such as Genesys Desktop SIP Endpoint—can disconnect from, and reconnect to SIP Server, if SIP Server stops. To do this, set the following SIP Server option:

internal-registrar-persistent

Value: `true`

For further information, see the *Framework 7.6 SIP Server Deployment Guide*.

Procedure:
Installing the Genesys Desktop SIP Endpoint

Purpose: To install Genesys Desktop SIP Endpoint.

Prerequisites

- The Genesys Desktop SIP Endpoint runs only on the Windows operating system. See *Genesys Supported Operating Environment Reference Manual*.

Start of procedure

1. Run the installer, which is located on the Genesys Desktop CD under the `GenesysDesktopEndpoint` directory.

2. Specify where you want Genesys Desktop SIP Endpoint to be installed on your system.

3. Click `Next`.

4. If the default port (`4752`) is used by another application, specify a different port.

5. Click `Next`.

6. Start Genesys Desktop SIP Endpoint from the Windows `Start` menu.

7. Launch Genesys Desktop through Microsoft Internet Explorer (IE) by using the following URL:
   `http://<host name>:<host port>/gdesktop/.`

End of procedure

Notes: After the installation is executed, you can modify this port by editing the `config.xml` file in the Genesys Desktop SIP Endpoint installation path:

`edit XML tab <client port="xxxx"/>`

Only the application from the local computer can connect to this port.

After the installation is complete, the Genesys Desktop SIP Endpoint application appears as an icon in your system tray. This icon remains red until you launch IE and log in to Genesys Desktop. Once a connection is established between your desktop and the SIP Server, the icon appears as: . The icon switches to again when you exit Genesys Desktop.

Note: If the icon remains as shortly after logging in to Genesys Desktop, check the connection to the SIP Server. Refer to the *Framework 7.6 SIP Server Deployment Guide* for details.

Miscellaneous Server Configuration

This section provides information about the formats for attachment files, as well as information about using Genesys Desktop with Stat Server—including deploying a dedicated Stat Server, importing the Genesys Desktop Stat Server template, and adding a connection to the Stat Server.

Configuring for Attachment File Formats

When the client opens e-mail attachment files, content-type formats of these files should be as close as possible to the original formats of the files. You can ensure this by refining the `Email attachment` content types on the server side—specifically, by adding registered media types to the existing media list.

For an exhaustive list of registered media types, see:
`http://www.iana.org/assignments/media-types/`

Procedure:
Adding registered media types to the existing media list

Purpose: To retrieve and customize MIME-type files, create a `mime-types` file, as follows.

Start of procedure

1. Extract the `META-INF/mimetypes.default` file. This read-only file should be in the Genesys Desktop `activation.jar` file, which is located in:
    `<installation directory>/webapps/gdesktop/Web-inf/lib/`

2. Rename this file as: `mime-types`.

3. Open the `mime-types` file and add any required media types (such as `application/msword`, `application/vnd.ms-excel`, `application/pdf`, and so on). This enables the system to recognize these MIME file formats.

4. Copy the `mime-types` file to:
    `<installation directory>/webapps/gdesktop/WEB-INF/classes/META-INF/`

Warning!   Make sure there is no pre-existing `mime.types` file in the `<java.home>/lib/` directory or in the user's directory. Otherwise, the system ignores your newly created `mime-types` file.

End of procedure

Configuring for Stat Server

Deploying a Dedicated Stat Server

You must deploy a dedicated Stat Server to use the Supervisor Work Area to monitor contact center statistics. For further information about deploying a Stat Server, see the *Framework Stat Server 7.6 Deployment Guide* (included on the Genesys Documentation DVD).

Note: Genesys Desktop supports only a single connection to Stat Server.

Procedure:
Importing the Genesys Desktop Stat Server template

Purpose: To import the Genesys Desktop template into the Stat Server application. The Genesys Desktop Stat Server template defines the statistics that can be added to the Supervisor Work Area views or displayed in the agent statistic bar.

Start of procedure

1. In Configuration Manager, navigate to the appropriate Stat Server application and display its `Properties` dialog box.

2. Click the `Options` tab.

3. Delete the `TimeProfiles` section by right-clicking the section name and selecting `Delete`.

> **Note:** Genesys recommends that you save the old values if they are being used by another application.

Deleting this section enables Configuration Manager to safely import a new `TimeProfiles` section, with appropriate values, from the Genesys Desktop Stat Server template.

4. Click the `Import from Configuration File` icon.

5. After the `Open` dialog box appears, select the Genesys Desktop Stat Server template that you want to import:
- `SupervisorStatProfile.cfg` (for supervisor statistics)
- `AgentStatProfile.cfg` (for agent statistics)

This file is located in the `templates/` directory on the Genesys Desktop installation CD.

6. Click `Open`.

A message window asks: `Do you want to overwrite the existing data?`

7. Click `No` to add the statistic definitions to the existing Stat Server application options.

8. Click `OK` to save your changes and close the `Properties` dialog box.

End of procedure

Next Steps

- Adding a connection to the Stat Server

Procedure:
Adding a connection to the Stat Server

Purpose: To add a connection to the Stat Server.

Start of procedure

1. In Configuration Manager, display the `Properties` for the Genesys Desktop application.

2. Click the `Connections` tab.

3. Add the dedicated Stat Server to the list of connections.

For further information, see the Configuration Manager online help.

4. Click OK to save your changes and close the Properties dialog box.

End of procedure

Chapter

4

Configuring Genesys Desktop

This chapter describes how to configure Genesys Desktop 7.6, which you must do before installing the application software.

This chapter contains the following sections:

- • Configure Genesys Supervisor Desktop to Use Custom Fields Defined in Interaction Server, page 119
- • Configuring Corporate Spelling Check Dictionaries, page 122

Table 11 summarizes the task flow to configure the Genesys Desktop application prior to installation.

Note: Do not use unsupported Domain Name Server (DNS) symbols, especially the underscore (_) and the period (.), or other extended characters, in the host name. Consult the Microsoft TechNet website for more information about integrating your host with DNS.

Table 11: Configuring and tuning the Genesys Desktop application and associated objects and functionality

Objective	Related Procedures and Actions
Prepare your environment.	Set your environment variables: • Verifying the value of the JAVA_HOME environment variable in your computer, page 79. Create the Genesys Desktop application in Configuration Manager: • Preparing to create the Genesys Desktop Application object in Configuration Manager, page 79. Import the application template: • Importing the Genesys Desktop application template, page 80.
Configure the Genesys Desktop application in Configuration Manager.	Supporting procedures: 1. Creating a new Genesys Desktop Application object, page 81. 2. Configuring each tab in the New Application [host:port] Properties dialog box, page 82.
Configure individual Genesys Desktop agents.	Supporting procedure: • Configuring Genesys Desktop agents for specific privileges, page 87.

Table 11: Configuring and tuning the Genesys Desktop application and associated objects and functionality (Continued)

Objective	Related Procedures and Actions
Configure the security settings for the Persons folder.	Create a New Person: • Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Standard method, page 90. • Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Access Group and Person Method, page 91. • Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Person method, page 92. Associate the Person's account with the application: • Associating the Person's account with the application, page 93.
Verify licensing.	See "Licensing" on page 94.
Activate multi-site support.	Supporting procedure: • Activating Genesys Desktop multi-site support, page 95.
Configure business attributes to populate the desktop with attached interaction data.	Supporting procedure: • Configuring the Interaction area of the Genesys Agent Desktop GUI to display Custom Data/Business Attributes, page 95.
Configure settings for agent statistics and the statistic reset interval.	Supporting procedures: • Configuring Genesys Desktop to display statistics from Stat Server, page 98. • Changing the Daily Statistic Reset Time, page 99.
Configure media contact attributes for the Last Routed Agent feature.	See "Media Contact Attributes for the Last Routed Agent Feature" on page 99.

Table 11: Configuring and tuning the Genesys Desktop application and associated objects and functionality (Continued)

Objective	Related Procedures and Actions
Configure for handing outbound and callback interactions.	See "Handling Outbound and Callback Interactions" on page 101.
Configure for the recording of SIP voice calls.	See "Voice Recording SIP Calls" on page 103.
Configure the intercommunication options to customize the appearance of specific Genesys Desktop windows.	See "Intercommunication Options" on page 104.
Tune the behavior of searches and the display of contact attributes.	See "Contact Management Options" on page 104.
Set options to enable contact merging by select agents.	See "Merge Contact Options" on page 105.
Set up multimedia Chat Support for supervisors.	See "Multimedia Chat Support for Supervisors" on page 105
Enable SIP Voice support for supervisors.	See "SIP Voice and Instant Messaging Support for Supervisors" on page 107.
Enable Push Video support for agents.	See "Configuring Push Video" on page 110
Specify an attachment icon for interactions.	See "Interaction Attachment Icon" on page 111
Enable the setting of disposition codes for call results.	See "Configuring the Disposition Code" on page 112
Set up the contents of the login security banner.	See "Security Banner Function" on page 117

Preparation

Before you install and use Genesys Desktop 7.6, Genesys advises you to prepare your environment as described in the following subsections.

Setting the Environment Variables

Verify that the JAVA_HOME environment variable is set correctly.

Procedure:
Verifying the value of the JAVA_HOME environment variable in your computer

Purpose: To enable you to start Genesys Desktop as a service.

Start of procedure

- Ensure that the value of the `JAVA_HOME` environment variable in the `System Variables` option of the computer is the fully qualified path of your installed Java Developer's Kit (JDK). For example, on Windows, the path could be as follows: `C:\j2sdk1.5.0_10`.

Warning! You cannot start Genesys Desktop 7.6.2 or earlier as a service if the `JAVA_HOME` path contains the *space* character. For version 7.6.2 and earlier, the default install path for JDK 1.5 is in the `Program Files` folder.

If you install JDK by using the default settings, Genesys Desktop 7.6.2 or earlier cannot be started as a service by Solution Control Interface (SCI) .

End of procedure

Next Steps

- Preparing to create the Genesys Desktop Application object in Configuration Manager

Creating the Application in Configuration Manager

Before you can install the Genesys Desktop application, you must create and configure an `Application` object in Configuration Manager, as described in the following procedure.

Procedure:
Preparing to create the Genesys Desktop Application object in Configuration Manager

Purpose: To create a Genesys Desktop `Application` object. The Genesys software architecture requires you to create and configure objects for each application that you want to use in the Genesys environment.

Start of procedure

1. Open the `Environment` folder and select the `Application Templates` folder. Verify that an application template (`Genesys_Desktop_763`) exists.

   The template provides most of the configuration options and default values for the application.

2. If the Genesys Desktop template is absent, import it from the `templates` folder on the Genesys Desktop CD, which you can find at `templates/Genesys_Desktop_763.apd`.

3. Verify that the host on which you intend to install the Genesys Desktop Server is declared in the `Hosts` folder.

   Note: The host name cannot contain any special characters, such as spaces and underscores.

End of procedure

Next Steps

• Importing the Genesys Desktop application template

Importing the Template

Procedure:
Importing the Genesys Desktop application template

Purpose: To enable you to configure Genesys Desktop, you first must import the application object that contains all of the configuration options.

Start of procedure

1. In Configuration Manager, open the `Environment` folder and select the `Application Templates` folder.

2. From the `File` drop-down menu, select `Import Application Template`.

3. In the `Open` window that appears, import the template from your Genesys Desktop CD by selecting `Genesys_Desktop_763.apd`.

4. Click `Open`.

   The Genesys Desktop `Properties` window opens.

5. Click `OK`.

   The template is imported into the `Application Templates` folder.

End of procedure

Next Steps

- "Configuring the Application in Configuration Manager".

Configuring the Application in Configuration Manager

After creating the Genesys Desktop `Application` object, you must configure it.

Procedure:
Creating a new Genesys Desktop Application object

Purpose: To create an `application` object that enables a desktop interface for your agents.

Prerequisites

Before beginning this section, you must have completed the relevant procedures in Chapters 1, 2, and 3, as well as the following procedures:

- Verifying the value of the JAVA_HOME environment variable in your computer, page 79
- Preparing to create the Genesys Desktop Application object in Configuration Manager, page 79
- Importing the Genesys Desktop application template, page 80

Start of procedure

1. In Configuration Manager, open the `Environment` folder and select the `Applications` folder.
2. From the `File` menu, select `New` > `Application`.

   The `Browse` window opens. It lists all of the application templates that are present in Configuration Manager.

3. Choose the Genesys Desktop template (`Genesys_Desktop_763`) and click `OK`. The `New Application [host:port] Properties` dialog box appears.

End of procedure

Next Steps

- Configuring each tab in the New Application [host:port] Properties dialog box

Procedure: Configuring each tab in the New Application [host:port] Properties dialog box

Purpose: To configure the Genesys Desktop application in the Configuration Layer to specify options and operating parameters.

Start of procedure

1. In Configuration Manager, open the `Environment` folder and select the `Applications` folder.
2. To configure Genesys Desktop options right-click the icon that represents your application.
3. Select `Properties`. The `Properties` window appears.

General Tab   4. Click the `General` tab.

5. In the `Name` text box of the `General` tab, enter a name for the application— for example, `Genesys_Desktop`.

Tenants Tab   6. If you are deploying Genesys Desktop in a multi-tenant environment, then on the `Tenants` tab, define the tenant that is to be serviced by this instance of the Genesys Desktop Server.

> **Note:** Do not include more than one tenant in the list.

Server Info Tab   7. Click the `Server Info` tab.

8. In the `Host` box, select the host on which you intend to install the Genesys Desktop Server.

9. In the `Communication Port` box, enter a port number.

10. In the `Reconnect Timeout` box, leave the default setting unchanged.

11. In the `Backup Server` box, leave the default setting [`None`] unchanged.

12. In the `Redundancy Type` box, leave the default setting unchanged.

Start Info Tab   13. Click the `Start Info` tab.

14. In the boxes of the Start Info tab, Genesys advises you to enter any value—such as a period (.) or a bracket character ([or]), but nothing that looks like a path—so that the system takes your installation request into account and automatically fills these boxes with the appropriate paths. Leave the Command Line Argument box empty.

Note: See "Types of Deployment" on page 128 for more details on the installation procedure.

Connections Tab 15. Click the Connections tab.

16. Add the following basic connections that are declared in Configuration Manager:
- For a Voice-only configuration: T-Server, Stat Server.
- For a full configuration: Universal Contact Server, T-Server, Interaction Server, Stat Server.

Note: Genesys Desktop supports only one connection to Stat Server.

- For a VoIP configuration: Select the T-Server of the IPMX T-Server or SIP Server.

Security Tab 17. For information about settings in the Security tab, see "Persons Folder Security Settings" on page 89.

Options Tab 18. Click the Options tab.

In Configuration Manager, configuration options are stored within *section* folders. The Options tab displays section folders and their respective options.

19. Click a section name to display the options for that section. Use "Genesys Desktop Configuration Options" on page 197 as a guide to viewing or changing Genesys Desktop options.

Table 24 lists the available configuration option sections. Click a section name to view the available options in Appendix A on page 197.

Business Attributes and Contact Metadata **Note:** In the Multimedia Universal Contact Server (UCS), each contact is defined by a set of attributes that are known as *Business Attributes*. Business Attributes are metadata for the contact fields in the contact database. Each Business Attribute value contains a description of one of the contact fields in the contact database. Business Attributes are referred to as *contact metadata* in the configuration-option sections of this document.

**Setting the Default
User Access
Group**

The value of the option `default-access-group` (see "supervisor" on page 272) in the `supervisor` section of the Genesys Desktop `application` object, must be coordinated with the value of the `no-default-access` option in Configuration Server (see *Genesys Security Deployment Guide* for additional information).

For Configuration Server 7.6 or later and Genesys Desktop 7.6 or later, use the following settings:

`no-default-access` = 1 (Configuration Server)

`default-access-group` = "" (Genesys Desktop default)

Or:

`no-default-access` = 0 (Configuration Server default)

`default-access-group` = Users (Genesys Desktop)

Warnings! You must **not** use:

`no-default-access` = 1 (Configuration Server)

`default-access-group` = Users (Genesys Desktop)

Nor:

`no-default-access` = 0 (Configuration Server default)

`default-access-group` = ""(Genesys Desktop default)

**Configuration
Server 7.5 or
Earlier**

For Configuration Server 7.5, or earlier, there is no `no-default-access` option. For Genesys Desktop 7.6, or later, you must use `default-access-group` = "".

Warning!   Do not use `default-access-group` = Users.

End of procedure

Next Steps

• Set voice or media transfer modes (see "Voice or Media Transfer Modes" on page 84).

• Configure the Genesys Agent Desktop (see Configuring Genesys Desktop agents for specific privileges, page 87).

Voice or Media Transfer Modes

According to your corporate requirements, you can use two different modes of transfer for voice and media (e-mail, chat, and open media) interactions:

• Default transfer mode—Interaction transfers are automatically handled by the Interaction Server or by T-Server and do not require any specific strategy.

- Routing-based transfer mode—Interaction transfers are based on a dedicated routing strategy that is associated with the following options:
  - `voice-trsf-routing-points`
  - `chat-trsf-queue`
  - `email-trsf-queue`
  - `open-media-trsf-queue`
  - `sms-trsf-queue`
  - `smssession-trsf-queue`
  - `webcallback-trsf-queue`

  For media, after Interaction Server places the interactions in the queue, this transfer mode enables agent-to-agent, agent-to-queue, agent-to-skill, and agent-to-agent-group transfers for chat, e-mail, and open media. Figure 8 on page 86 shows this routing strategy, as represented in Interaction Routing Designer (IRD). For voice, after T-Server places the call to the routing point, routing-based transfer mode enables agent-to-skill and agent-to-agent-group transfers.

  Note: Agent-to-agent, agent-to-routing-point, and agent-to-acd-queue transfers are handled by T-Server without using the router.

A *strategy* is a set of decisions that instruct the router how to handle and where to direct interactions under specific circumstances. Transfer strategies are created in the IRD environment. You can obtain corresponding help files from http://genesyslab.com/support or the Genesys Documentation Library DVD (for details, see "Related Resources" on page 17).
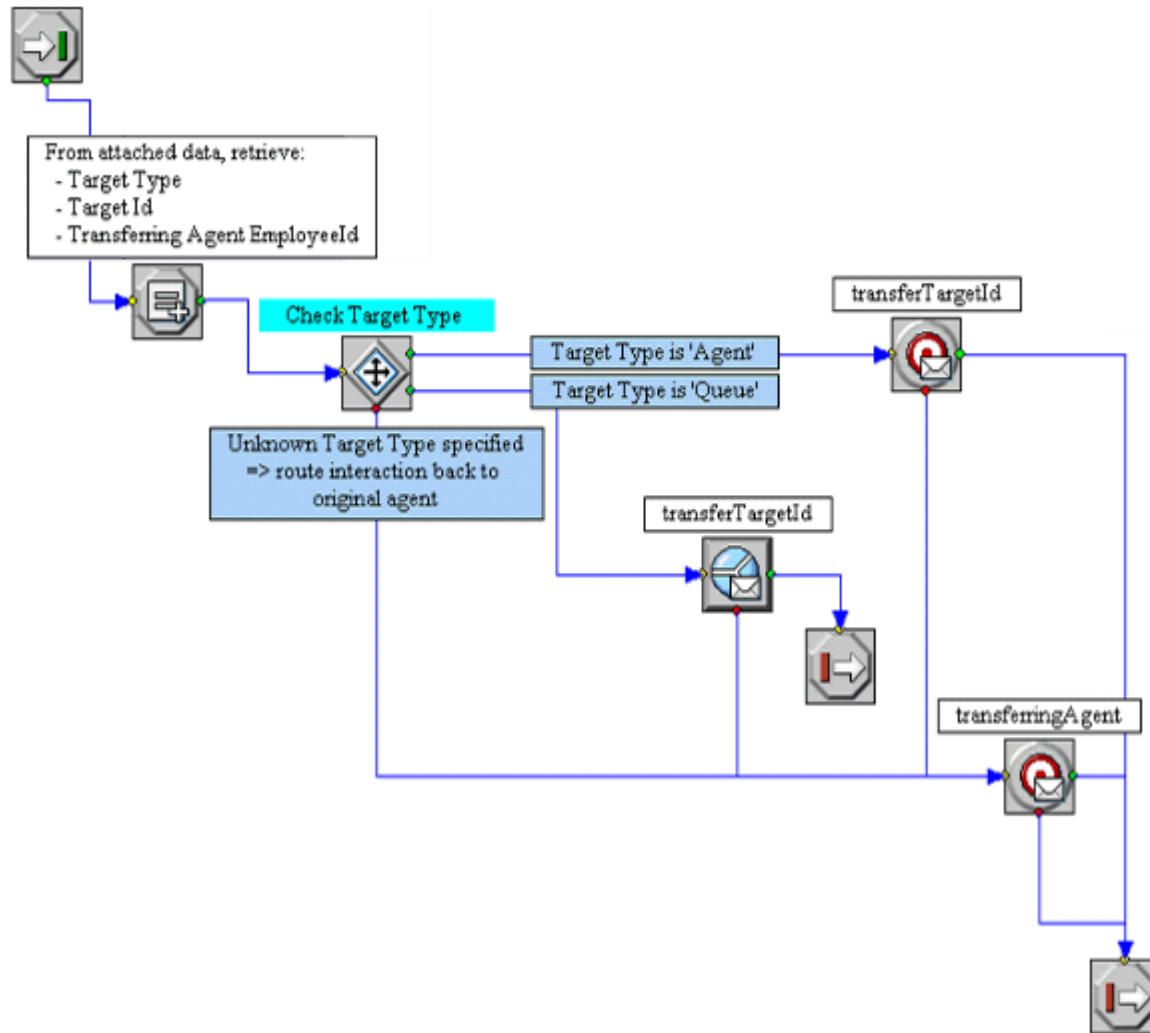
Figure 8: Routing-based transfer strategy

For any media type and target type that are selected, depending on the transfer that is selected, the behaviors are:

- Default transfer mode: The values of the options are set to empty strings. Either the Interaction Server or the T-Server directly handles the transfer, which does not rely on dedicated transfer strategies. When the agent clicks the Transfer button, interactions are sent directly to the selected target, including the key/value pair:
    - GD_TransferrerUserName—User name of the agent who is transferring the interaction.
    - GD_TransferReason—Sender transfer reason.
- Routing-based transfer mode: The values of the options are valid Interaction Queue names or a comma-separated list of valid routing-point names. These interactions are placed in the specified queue or routing point, after the application has included the following attached data:

- ◆ `GD_TransferrerUserName`—User name of the agent who is transferring the interaction.
- ◆ `GD_TransferrerEmployeeId`—Employee ID of the agent who is transferring the interaction.
- ◆ `GD_TransferReason`—Sender transfer reason.
- ◆ `GD_TransferTargetType`—Valid values are `Agent`, `Queue`, `AgentGroup`, and `Skill`.
- ◆ `GD_TransferTargetId`—
  - ◆ Employee ID of the agent who is receiving the interaction; or name of the queue that the agent selected when making the transfer (not the option queue name).
  - ◆ Queue name of the queue who is receiving the interaction.
  - ◆ Agent group name of the agent group who is receiving the interaction.
  - ◆ Skill name of the skill that is receiving the interaction.
- • For additional details on routing strategies, see the following resources:
  - ◆ *Universal Routing 7.6 Routing with Multimedia Getting Started Guide*, which describes Enterprise Routing and Network Routing, and assists you in collecting information for deploying a routing solution.
  - ◆ *Universal Routing 7.6 Routing with Multimedia Deployment Guide*, which provides instructions for deploying Universal Routing components, and describes how to start and stop these components after you have configured and installed them.
  - ◆ *Universal Routing 7.6 Routing with Multimedia Reference Manual*, which describes and defines routing strategies, objects, functions, options, number translation, pegs, and statistics.
  - ◆ *Interaction Routing Designer 7.6 Help*, which describes how to use Interaction Routing Designer to create strategies.

Genesys Desktop Agent Configuration

After you have configured the Genesys Desktop application, you can configure individual agents for specific privileges, such as supervisor, custom signatures, and Business Attributes media types (see "Business Attributes and Contact Metadata" on page 83).

Procedure:
Configuring Genesys Desktop agents for specific privileges

Purpose: To enable special privileges for individual agents.

Prerequisites

- To use Supervisor functionality, you must have purchased the Supervisor component of Genesys Desktop.

- "Configuring the Application in Configuration Manager" on .

Start of procedure

Displaying Agent Properties

1. Display agent properties on the `Annex` tab:
   a. In Configuration Manager, select `View > Options`.
   b. Select the `Show Annex in object properties` check box and click `OK`.
   c. Select the object that you want, and select `File > Properties`. The `Annex` tab appears in the `Agent's Name [First Name:Last Name] Properties` dialog box.

Granting Supervisor Privileges

2. In Configuration Manager, select the `Persons` folder.
   - If you are working in a single-tenant environment, use the `Persons` folder that is located under `Resources`.
   - If you are working in a multi-tenant environment, use the `Persons` folder that is located under the appropriate tenant.

   All agents are listed.

3. Double-click the name of the person to whom you are granting Supervisor privileges.

   That person's `Properties` dialog box opens.

4. On the `Annex` tab of the `Properties` dialog box, create or update two sections (respectively named `security` and `signature`). Follow the guidelines in "Configuring the Person Annex" on .

End of procedure

Next Steps

- Chapter 6, "Administrative Tool for Genesys Desktop," on

- Create an initial administrative user that possesses the `SupervisorExtended` option at level `10`. See the `Security` section in "Configuring the Person Annex" on . The initial administrative user then can use the Supervisor Work Area to create additional users of all types. For further information, see *Genesys Supervisor Desktop Help*.

Persons Folder Security Settings

If you are using the Agent component of Genesys Desktop, security settings must be configured so that the application can make changes to the `Annex` tab of `Person` objects within the tenant of the application.

If you are using the Supervisor component of Genesys Desktop, security settings must be configured so that the application can make changes to the Genesys Configuration Layer objects—for example, `Agents` and `Agent Groups`.

Use the procedures that are outlined in this section to configure the security settings for the Genesys Desktop application.

First, you must create a new Genesys `Person` (account) with privileges to modify most objects in the Genesys Configuration Layer. For applications that are directly or indirectly connected to Genesys Desktop, read permission for this `Person` should be granted for the following objects:

- Application objects that are defined in the `Connections` tab of Genesys Desktop
- `Email Server Java` object
- `Interaction Server DAP` object
- Host objects for Genesys Desktop and other connected applications listed previously

Then, configure the Genesys Desktop application to possess the privileges of this `Person`.

Note: The `Person` defines the privileges of the application, not the privileges of individual Genesys Desktop users.

End-user privileges are controlled by the following configuration settings:

- Object-level permissions that are defined for the `Person` by means of the Genesys Desktop application in Configuration Manager. For additional information, see the Configuration Manager online help.
- Supervisor privileges that are set in the `Annex` data of the `Person`. For additional information, see the "Genesys Desktop Agent Configuration" on .

Procedure:
Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Standard method

Purpose: To use the standard method to set up a multi-tenant environment with separate, tenant-specific `Persons` (accounts) to control the privileges of the Genesys Desktop applications in each tenant.

There are also two alternate methods that you can use:

- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Access Group and Person Method, page 91

- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Person method, page 92

Prerequisites

- "Configuring the Application in Configuration Manager" on page 81
- "Genesys Desktop Agent Configuration" on page 87

Start of procedure

1. In Configuration Manager, right-click the `Persons` folder and select `New > Person`.
   - If you are working in a single-tenant environment, use the `Persons` folder that is located under `Resources`.
   - If you are working in a multi-tenant environment, use the `Persons` folder that is located under the appropriate tenant.

2. After the `New Person` dialog box appears, click the `General` tab and enter the following parameters:
   - `First: Genesys`
   - `Last: Desktop`
   - `Employee ID: GenesysDesktop`
   - `User Name: GenesysDesktop`
   - `Enter Password: Unique password`
   - `Re-enter Password: Unique password`
   - `State Enabled: Checked`
   - `Is Agent: Checked`

   Note: This `Person` can make changes to most Genesys objects that are managed by the Configuration Server. Use a secure password to prevent unauthorized access.

3. Click `OK` to save your changes.

4. In Configuration Manager, expand the `Access Groups` navigation tree folder.
   - If you are working in a single-tenant environment, expand the `Access Groups` folder that is located under `Resources`.
   - If you are working in a multi-tenant environment, expand the `Access Groups` folder that is located under the appropriate tenant.

   Note: If you are working in a multi-tenant environment, you should have permissions that enable full control of the whole environment.

5. Right-click the `Administrators` navigation tree node and select `New > Shortcut to Person`.

6. In the `Browse` dialog box that appears, select the `GenesysDesktop Person` and click `OK`.

End of procedure

Next Steps

- Associating the Person's account with the application, page 93

Procedure:
Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Access Group and Person Method

Purpose: To use the Tenant-Specific Access Group and Person method to set up a multi-tenant environment with separate, tenant-specific `Persons` (accounts) to define the privileges of the Genesys Desktop Applications in each tenant. For additional information, see the Configuration Manager online help.

There are also two alternate methods that you can use:
- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Standard method, page 90
- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Access Group and Person Method, page 91

Prerequisites

- "Configuring the Application in Configuration Manager" on page 81
- "Genesys Desktop Agent Configuration" on page 87

Start of procedure

1. Create a tenant-specific `Access Group` that is called `Power Administrators`.

2. Grant `Full Control` privileges to `Power Administrators` for all objects that are within the tenant.

3. Create a new tenant-specific `Person` that is called `GenesysDesktop`. For additional information about defining the `Person`, see "Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Standard method" on .

4. Add `GenesysDesktop` to the `Power Administrators` Access Group.

> **Note:** The Genesys Desktop user should be granted read access to application objects and Host applications that are connected to Genesys Desktop. This also applies to `Email Server Java` applications that are not directly connected to Genesys Desktop.

End of procedure

Next Steps

Procedure:
Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Person method

Purpose: To use the Tenant-Specific Access Group and Person method to set up a multi-tenant environment with separate, tenant-specific `Persons` (accounts) to define the privileges of the Genesys Desktop applications in each tenant. For additional information, see *Framework 7.6 Configuration Manager Help*.

There are also two alternate methods that you can use:

Prerequisites

Start of procedure

1. Create a new, tenant-specific `Person` that is called `GenesysDesktop`. For additional information about defining the `Person`, see Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Standard method, page 90.

2. Grant `Full Control` privileges to `GenesysDesktop` for all objects that are within the tenant.

End of procedure

Next Steps

- Associating the Person's account with the application, page 93

Procedure:
Associating the Person's account with the application

Purpose: To enable the `Person` account that you created by using one of the following methods to be associated with one or more Genesys Desktop applications:

- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Standard method, page 90
- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Access Group and Person Method, page 91
- Creating a new Person with privileges to modify objects in the Genesys Configuration Layer: Tenant-Specific Person method, page 92

Start of procedure

1. From the `Environment\Application` folder, right-click the Genesys Desktop application object and open the `Properties` dialog box.

2. Click the `Security` tab.

3. In the `Log On As` section, select `This Account`.

4. Click the `Browse` button to display the `Add User` dialog box.

5. After the `Add User` dialog box appears, select the `GenesysDesktop` user and click `Add`. Then click `OK` in the `Add User` dialog box.

> **Notes:** You might have to select the `Resources` folder because the
> `Environment` folder might be selected by default in the `List Name From` drop-down list.
>
> The person for this account should have Full Control permissions for access to the Genesys Desktop application object.

> **Warning!** Do not use the person `default`. It is unsafe and insecure because this account has *full access to all objects across all tenants*.

6. In the `Properties` dialog box, click `OK` to save your changes.

> **Note:** If you are setting up multiple Genesys Desktop applications, you must perform this task for each instance of the application.

End of procedure

Licensing

You must have a valid license to run Genesys Desktop. License Manager is shipped on a separate CD that contains all of the files that are required to run the program. See *Genesys Licensing Genesys Products*, as well as the *FLEXlm End User Guide* that is provided in the License Manager installation package.

To run Genesys Agent Desktop and Genesys Supervisor Desktop, you are required to have the following licences:

- `DESKTOP_AGENT`—Licence for each agent's login to Genesys Desktop.
- `DESKTOP_SUPERVISOR`—Licence for each supervisor's login to Genesys Desktop.
- `ISDK_FACTORY`—Licence for server startup.

Each Supervisor license enables one user to have access to the Agent and Supervisor features of Genesys Desktop.

The license file must be in a directory that is visible to the License server or to all Genesys Desktop Server host computers. If such a directory is not mounted, make sure that a copy of the license data file is saved in each Genesys Desktop working directory.

Multi-Site Support

Genesys Desktop multi-site support enables the transfer of attached data from one agent to another during a transfer or a conference.

Procedure:
Activating Genesys Desktop multi-site support

Purpose: To enable the transfer of attached data from one agent to another during a transfer or a conference.

Note: For additional information about multi-site support, see the Inter-Server Call Control (ISCC) description in your Genesys T-Server documentation.

Start of procedure

1. On the `Transfer` and `Conference` windows, select an object (an `Agent`, a `Routing Point`, or a `Queue` in a list) to enable the transfer of attached data.

2. In Configuration Manager, on the `Connections` tab of your Genesys Desktop `Application` object, verify that the remote T-Servers are connected to Genesys Desktop (see "Connections Tab" on).

End of procedure

Custom Data

The interaction area of the Agent Desktop graphical user interface (GUI) includes a tab that is dedicated to displaying custom data/Business Attributes. By configuring Business Attributes in Configuration Manager, you populate the desktop with attached data for interactions. Figure 9 shows a new custom interaction data type, called `AccountNumber`, being defined.

Procedure:
Configuring the Interaction area of the Genesys Agent Desktop GUI to display Custom Data/Business Attributes

Purpose: To configure business attributes in Configuration Manager to populate the desktop with attached data for interactions.

Start of procedure

1. In the `Business Attribute` folder, select the `InteractionCustomProperties` attribute.

   If this attribute does not exist, in the appropriate tenant, right-click the `Business Attribute` folder, select `New > Business Attribute`, and fill in the following boxes:

   - `Name`—Enter `InteractionCustomProperties`.
   - `Display Name`—Enter the name that you want to use to define the custom data.
   - `Type`—Select `Interaction Operational Attribute`.
   - `Description`—(Optional) Enter a description of the attribute.

2. Right-click the `Attributes Value` folder, and select `New > Business Attribute Value`.

3. In the `Properties` dialog box of the `Attribute Value` folder, fill in the following boxes:

   - `Name`—Enter the key for the `Attribute Value` that is used to get the value in the attached data.
   - `Display Name`—Enter the name that you want to be displayed on the Genesys Desktop GUI.

   Figure 9 shows an example of a completed dialog box.
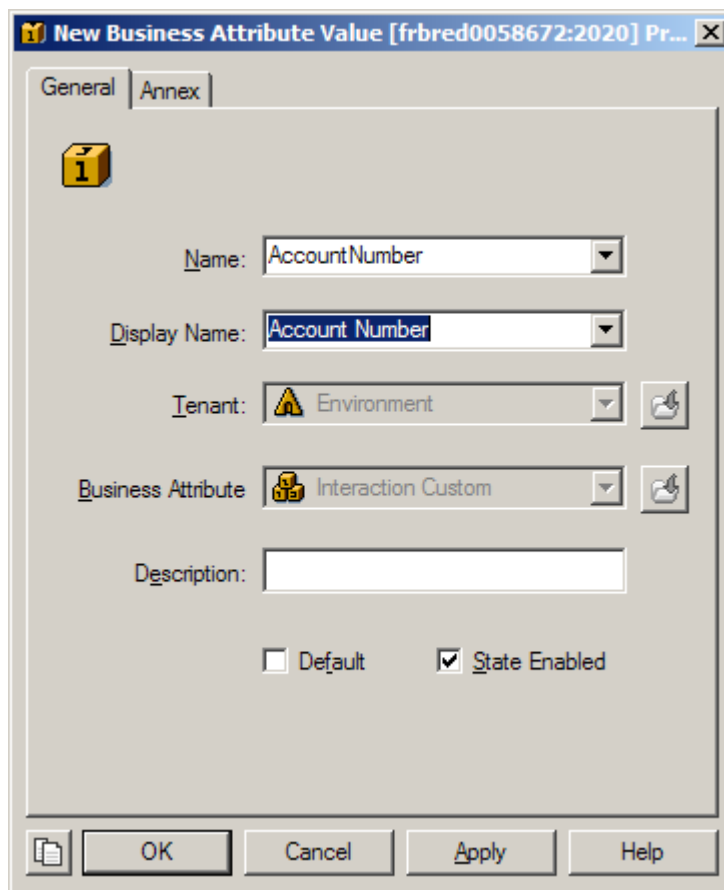
Figure 9: Interaction custom properties dialog box

End of procedure

Agent Statistics

You can configure Genesys Desktop, so that statistics that are calculated by the Stat Server are displayed in the agent's browser in a dedicated statistic ticker bar. Genesys Desktop can display statistics about the agent and the ACD Queue. The statistics are relative to the agent or to the ACD Queue (if any) to which the agent is logged in.

You can configure a list of statistics that are dedicated to an agent. To do this, create a `statistic` section on the `Annex` tab of the `Agent` object in Configuration Manager, and then configure it as described in the procedure: Configuring Genesys Desktop to display statistics from Stat Server, page 98.

Note: If you want to define agent statistics based on the statistic template that is delivered on the Genesys Desktop CD, refer to "Configuring for Stat Server" on page 72.

Procedure:
Configuring Genesys Desktop to display statistics from Stat Server

Purpose: To display statistics about the agent and ACD Queue in a dedicated statistic ticker bar on the desktop of the agent.

Start of procedure

1. In Configuration Manager, right-click the Genesys Desktop `application` object and select `Properties`.

2. Click the `Option` tab.

3. For each statistic to be displayed in the ticker bar, define the following keys in the `statistics` section:
    - `name<n>`: The name of the statistic as it is defined in the Stat Server. It is the name of the option section where the statistic is configured.
    - `label<n>`: The label of the statistic that appears in the agent's browser.
    - `type<n>`: Either `Agent` or `Queue`.

    Note: `<n>` is the order number of the statistic in the ticker bar.

    The new statistic definition is taken into account the next time that the agent logs in to Genesys Desktop.

4. Click `OK`.

End of procedure

Defining the Daily Statistic Reset Time

Within the Supervisor Work Area, the example statistics are associated with a specific Time Profile. A Time Profile defines how a statistic is reset. For example, consider the following ACD Queue statistics:

- **Abandoned (Every 15 Minutes)**—This statistic is associated with a Time Profile (`last15min`) that causes the value to be calculated within a rolling window of 15 minutes.

- **Abandoned (Hourly)**—This statistic is associated with a Time Profile (`lasthour`) that causes the value to be calculated within a rolling window of one hour.

- **Abandoned (Daily)**—This statistic is associated with a Time Profile (`daily`) that causes the value to be reset each day at 12:00 AM.

Procedure:
Changing the Daily Statistic Reset Time

Purpose: To change the frequency of the statistic reset time.

Start of procedure

1. Start the Configuration Manager.
2. Display the properties for the appropriate Stat Server application.
3. In the `Properties` dialog box, click the `Options` tab.
4. Select the `TimeProfiles` section.
5. Select the `daily` Time Profile.
6. Click `Edit Section/Option`.

   The `Option` window is displayed.
7. Edit the values in the `Option Name` and `Option Value` boxes. For example, the following values will set the default reset time to 2:00 AM:
   - Option Name: `OneDay,Growing`
   - Option Value: `2:00`
8. Save the changes.

End of procedure

Next Steps

- None.

Note: It is possible to create new statistics that are not directly associated with a Time Profile. The following rules are applied to statistics that fall into this category:

- If the Stat Server application includes a Time Profile named Default, the statistic is reset based on this Time Profile.
- If the Stat Server application does not include a Time Profile named Default, the statistic is reset at 12:00 AM (midnight).

Media Contact Attributes for the Last Routed Agent Feature

The Last Routed Agent feature in Genesys Agent Desktop is controlled by setting to `true` the `last-routed-agent` option in the `contact` section.

The Last Routed Agent By Media feature in Genesys Agent Desktop is controlled by setting to `true` the `last-routed-agent-by-media` option in the `contact` section.

Setting the options in this way enables a logic for ownership of the interaction that is based on interaction type, interaction subtype, and media, as outlined in Table 12.

Table 12: Last routed agent feature logic

Interaction Type	Last Routed Agent Changes	Notes
Multimedia interaction: Default behavior for e-mail, chat, SMS, SMS Session, and open media, unless exceptions are defined.	When interaction handling by agent ends.	
Multimedia interaction: New or reply outbound e-mail or SMS is received for QA review.	Never.	Original agent must remain owner.
Multimedia interaction: Internal/external collaboration e-mails.	Never.	
Inbound/Outbound phone calls.	At `Disconnect` time.	In the case of a conference, the latest agent who releases the interaction is considered the last routed agent.
Consultation/Internal phone calls.	Never.	

In Genesys Desktop 7.2, if the following contact attributes were part of the Universal Contact Server (UCS) metadata (see page 83), then both the `EmployeeID` of the agent who handled the interaction and the `Timestamp` of when the handling of the interaction ended were registered in the contact information in the following contact attributes:

- `LastCalledAgent_EmployeeID`

- `LastCalledAgent_TimeStamp`

- `PreferredAgent_EmployeeID`

Universal Contact Server 7.5 introduced new contact attributes to identify the last routed agent by interaction media type:

- `LCA_EmplID_<Media Type name>`

- `LCA_TimeStamp_<Media Type name>`
- `Pref_EmplID_<Media Type name>`

In Genesys Agent Desktop, the logic for assigning values to the `Last Routed Agent` attributes is enabled when you set the following options:

Configuration Manager: Genesys Desktop object, Option tab, Contact section

last-routed-agent

Value: `true`

Last Routed Agent Example
Here is an example of how interaction ownership is handled for an interaction type of `Inbound`, an interaction subtype of `InboundNew`, and a media type of `e-mail`:

1. The `last-routed-agent-by-media` option is set to `true`.

2. Interaction handling is over and conditions on the interaction type match one of the last-routed-agent criteria (see Table 12 on page 100).

3. The following contact attributes are part of UCS metadata (see page 83):
   - `LastCalledAgent _EmployeeID`
   - `LastCalledAgent _TimeStamp`

4. `LastCalledAgent_EmployeeID` is set to the `EmployeeID` of the agent that handled the interaction.

5. `LastCalledAgent_TimeStamp` is set to the current time.

6. The following contact attributes are part of UCS metadata (see page 83):
   - `LCA_EmplID_ email`
   - `LCA_TimeStamp_email.`

7. `LCA_EmplID_ email` is set to the `EmployeeID` of the agent that handled the interaction.

8. `LCA_TimeStamp_email` is set to the current time.

9. You can use the `Create Interaction` object in a routing strategy to look up a contact in the UCS database and route the interaction to the agent who last handled an interaction (the Last Called Agent—LCA) from this contact.

Handling Outbound and Callback Interactions

This section describes the Genesys Desktop proactive preview (*push preview*) of Outbound interactions, as well as the transferring of both outbound calls and callback calls.

Proactive Preview of Outbound Interactions

The Proactive Preview (push preview) feature enables agents to preview outbound campaign interactions, and then choose either to accept them and take ownership of them, or to reject them and send them back to the top of the queue.

Agents must enable the Proactive Preview feature and specify the media they want to handle at login time by checking the appropriate boxes in the login dialog box. If this is not done, then the agents are limited to basic preview-mode handling.

Note: Basic preview-mode is enabled only if a basic preview-mode campaign is configured and started in the system.

For the Proactive Preview feature to function correctly, the following conditions must be met:

*   The Genesys Desktop application in Configuration Manager must have a connection specified to an Interaction Server.

*   The name of the Proactive Preview media type must be configured in Configuration Manager. The default value of `outboundpreview` is pre-declared in Configuration Server 7.5 and later; it is a list of media types.

*   Media preview must be activated either at the Genesys Desktop application level, through the `multimedia` or `media` options, or at the agent level, through the Agent Annex `multimedia` or `media` options, as with any open media.

To ensure proper handling of the workflow post-processing features, the following option must be set in the Configuration Manager application:

Configuration Manager, Genesys Desktop object, Option tab, outbound section

preview-park-queue

Values: "" (default), or any valid Interaction Queue name

Transferring Outbound Calls and Callback Calls

The following applies to all four campaign types: preview, predictive, progressive, and push preview. Outbound (OCS) calls and Voice Callback (VCB) calls can be transferred in two "modes":

*   Full content transfer—Includes OCS or VCB data, which are attached to the voice call.

*   Simple voice call transfer—Does not include attached data.

To transfer application data when you transfer an OCS or VCB call, you must ensure that the `consult-user-data` option in the T-Server application is set to either `joint` or `inherited`, but *not* set to the value `separate`. If the `consult-`

user-data option *is* set to separate, then the call transfer is treated as a simple voice call transfer.

Handling Time Zones and Contact Availability Time

You can configure the Outbound Contact Server (OCS) to display additional fields for the contact phone number when an agent views chained records or adds a new chained record. These fields include the type of number (home, office, vacation, and so on) and the times (from and until) when that number is available for calling.

By default only the phone number of the contact is displayed to the agent. To see the other attributes, you must add the send_attribute annex in the OCServer section to the following objects in the OCS Configuration Layer (objects of type Field in your Tenant):

Note: This section can have three different names: default, OCServer, and the name of the OCS application. See *Outbound Contact Server 7.6 Deployment Guide* for details.

daily_from

send_attribute

Set to value: GSW_FROM

contact_info_type

send_attribute

Set to value: GSW_PHONE_TYPE

daily_till

send_attribute

Set to value: GSW_UNTIL

Voice Recording SIP Calls

Agents who log in to a SIP switch can instantly record voice interactions. If the conditions that are described in this section are met, then a record button is displayed on the interaction toolbar. The record button is a toggle button. When it is clicked, recording begins; when it is clicked again recording stops.

Within the SIP Server, the recording is modeled as a conference with the contact and the party gcti::record. The Genesys Agent Desktop does not show the gcti::record party as a regular party to whom the agent is talking;

instead, it uses the `gcti::record` party internally to set the status of the record button.

The record button is displayed when the following conditions are met:

- The call is handled by a SIP Server.
- The `sip-recording-locations` option is set correctly.
- The recording configuration is correctly configured on SIP Server: Trunk `gcti::record` is configured in the SIP Server DN list.
- The call is `Established`.

Note: Stream Manager 7.2, or later, is required to perform voice recording. For more information, refer to the *Framework 7.6 Stream Manager Deployment Guide*.

Intercommunication Options

Use the options that are defined in the intercommunication section to customize the appearance of the transfer, conference and collaboration windows. You can specify which columns are displayed, which search attributes are available to the agent, and which transfer, conference, and collaboration targets are available to the agent.

The `enable-object-monitoring` option enables agents to select transfer, conference, and collaboration targets that are based on their status—for example, logged out, available, or not available.

The `disable-permissions-use-target` option enables you to activate the use of `Persons` object permissions that are set in Configuration Manager when transfer targets/resources (agents, queues, groups, and so on) are listed in transfer, conference, and collaboration windows. To use the agent permissions set in Configuration Manager, set this option to empty.

Contact Management Options

The Genesys Agent Desktop Contact Management interface comprises two main elements: the `Find` tab and the `Contact` tab. Use the following options, which are found in the `Contact` section, to tune the behavior of searches and the display of contact attributes:

- `directory-displayed-columns`
- `directory-search-attributes`
- `directory-search-types`
- `displayed-attributes`
- `email-address-control-attributes`
- `multiple-values-attributes`

- `read-only-attributes`
- `unique-value-attributes`

Merge Contact Options

Genesys Agent Desktop enables an agent to merge contacts and interactions. The agent can also be enabled to undo contact merges. Merging of contacts occurs in the contact management area (see the Agent section of the Genesys Desktop online help). The agent can merge two contacts into a single contact. Sometimes two contacts are created in the contact database for a single contact, because the contact has used more than one e-mail address or contact phone number to contact your company. If the agent later determines that the merge was in error, the contact merge can be undone, returning the database to the original state for the two contacts.

The agent can be enabled to reassign an interaction to a different contact. This action merges the interaction, as well as any child interactions, into the history of the assigned contact. The agent may choose to do this if a contact has used an e-mail address or phone number for an interaction that is different from the e-mail address or phone number that is in the contact database.

You must enable an agent for each of these three operations: merge contact, undo merge contact, and merge interaction. Each option can be defined at the application level (all agents) or at the individual agent level. The application level is the default for all agents. Use the following `contact` section options to manage merge privileges:

- `merge-contact-enabled`
- `merge-this-interaction-enabled`
- `undo-merge-contact-enabled`

If you are using Universal Contact Server (UCS) 7.5, or later, you can enable agents to specify reasons for merging contacts and interactions. You can define a list of pre-defined merged reasons or enable the agent to enter the reason in a text box. The `Merge Contact` pane also enables the agent to enter a description of the merge in a text box.

If you want to use pre-defined merge reasons, they must be declared in a dedicated Business Attribute, of type `Contact Attribute`, that you must declare in Configuration Manager. Declare the Business Attribute in the `contact` section, in the `merge-reason-contactattribute` option.

Multimedia Chat Support for Supervisors

Genesys Supervisor Desktop supports Multimedia Chat supervisor functions through agent group views.

Supervisors can monitor agents who are enabled for chat interactions. Supervisors can monitor a chat interaction that is already in progress. If an agent is engaged in a chat interaction, the supervisor does not have to wait until the interaction is complete and the agent accepts a new interaction before the selected agent can be monitored in a chat interaction.

Chat Monitoring

Supervisors can engage in chat monitoring. Supervisors can silently monitor, whisper coach, or join in on a chat session. During Silent Monitoring, the agent that the supervisor is monitoring cannot see anything that the supervisor types; however, the supervisor will be able to monitor the content of what both the agent and the contact type in the chat window.

The supervisor can choose to monitor only one chat interaction for a specified agent, or all chat interactions for a specified agent.

This function is controlled and configured in the `Multimedia` object in Configuration Manager. See the *Multimedia 7.6 Deployment Guide* for information about support for chat.

Note: You can monitor both Chat and SIP simultaneously; however, you must initiate Chat Monitoring and SIP Monitoring independently.

Switching from Chat

Genesys Desktop supports switching from Chat Silent Monitoring or Chat Whisper Coaching to Chat Barge-In and back to Chat Silent Monitoring or Chat Whisper Coaching again. Use the `Chat Switch to Barge-In` item in the `Monitoring` menu of the `Actions` menu.

If a supervisor selects `Chat Barge-In` for a Chat session that she or he is monitoring, any text entered by that supervisor will be visible to all participants in the interaction.

Monitoring an Active Chat Session

Supervisors can use Chat Silent Monitoring, Whisper Coaching, and Barge-In to monitor an active Chat session. When a supervisor begins monitoring an active session, the entire contents of the Chat history is displayed for the supervisor. If the agent has more than one active Chat interaction, the first found active interaction is joined.

SIP Voice and Instant Messaging Support for Supervisors

Genesys Supervisor Desktop supports the following SIP Server voice and Instant Messaging supervisor functions through agent group views:

- Silent monitoring
- Whisper coaching
- Barging (intrusion)

These functions, as well as various disconnection scenarios, are controlled and configured in the `SIP Server Application` object in Configuration Manager. See the *Framework 7.6 SIP Server Deployment Guide* for information about support for SIP voice and Instant Messaging.

Note: You can monitor both Chat and SIP simultaneously; however, you must initiate Chat Monitoring and SIP Monitoring independently.

Silent Monitoring

Genesys Supervisor Desktop supports chat, voice and Instant Messaging silent monitoring through agent group views. This feature enables a supervisor to initiate monitoring of a voice call or Instant Messaging interaction. The supervisor can hear the voice interaction or read the Instant Messaging interaction between an agent and a contact, with neither the agent nor the contact being made aware that the supervisor has joined the call or interaction.

To use voice or Instant Messaging silent monitoring, select an agent, and then choose `SIP Silent Monitoring` from the `Monitor` menu. See the *Genesys Supervisor Desktop Help* for more information.

Whisper Coaching

Genesys Supervisor Desktop supports voice and Instant Messaging whisper coaching. This feature enables a supervisor to join a voice or Instant Messaging interaction between an agent and a contact. The contact is not able to hear or see the supervisor, and the contact is not made aware that the supervisor has joined the call or interaction.

To use voice or Instant Messaging whisper coaching, select an agent, and then choose `SIP Whisper Coaching` from the `Monitor` menu. See the *Genesys Supervisor Desktop Help* for more information.

Barging

Genesys Supervisor Desktop supports voice and Instant Messaging barge capability. This feature enables a supervisor to join a voice or Instant Messaging interaction between an agent and a contact, without an invitation from either party; this results in a three-way voice or Instant Messaging conference.

Configuring Instant Messaging for Agents and Supervisors

Along with Multimedia Chat, Genesys Desktop supports Instant Messaging (IM). The appearance and behavior of IM interactions in Genesys Desktop are similar to the appearance and behavior of Web chat.

The agent place DN (the ACD Position/Extension) must be appropriately configured. IM subscription is managed by configuring the Annex of the DN. Table 13 shows examples of how the mapping between DN in Place and the available media channel for the Genesys Agent Desktop might be configured. For more information, please see *Genesys Instant Messaging Solution Guide*.

As with agent configuration, the configuration of the Supervisor DN depends on the environment (see Table 13). Supervisors configured to handle IM interactions can be enabled to monitor Instant Messaging interactions handled by agents. Supervisors select an agent that they want to monitor, and SIP Server invites the supervisor to all Instant Messaging interactions when the specified agent receives the interaction. The subscription can be added and cancelled. Instant Messaging is handled as a Media Channel in Genesys Desktop.

Genesys Desktop supports IM in the following ways:

With a Third-Party Endpoint
- With a either a third-party or a Genesys SIP Endpoint supporting IM, through Genesys SIP Server. In this mode, Genesys Desktop displays the instant message as an interaction as well as the SIP Endpoint. To support either of these system configurations, in the Configuration Layer, configure the DN Annex as shown in Table 13.

Note: The Genesys Desktop SIP Endpoint is not part of the IM solution.

Without a Third-Party Endpoint
- Without a SIP Endpoint supporting IM. Genesys Desktop renders the IM interaction in GUI; however, it does not support SIP; instead it sends library calls to SIP Server. IM content is provided to Genesys Desktop. To support system configuration, configure the DN Annex as shown in Table 13.

Table 13: The mapping between DN in Place and the available media channel for the Genesys Desktop agent or supervisor

Channels	Place Configuration	Annex configuration	Supervisor Monitoring
Agent or Supervisor handles voice and IM through a single SIP Endpoint.	1 SIP Server DN	TServer/voice = `true` (or absent) TServer/multimedia = `true` TServer/sip-signaling-chat = `true` (or absent)	Both voice and IM monitoring. The Supervisor is *not* able to choose the specific media to monitor: either voice or IM.
Agent or Supervisor handles voice through a SIP Endpoint and IM in Genesys Agent Desktop, but SIP Endpoint does not support IM.	1 SIP Server DN	TServer/voice = `true` TServer/multimedia = `true` TServer/sip-signaling-chat = `false`	Both voice and IM monitoring. The Supervisor is *not* able to choose the specific media to monitor: either voice or IM.
	2 SIP Server DNs 2 SIP Server Agent Logins	TServer/voice = `true` (or absent) TServer/multimedia = `false` (or absent)	Both voice and IM monitoring. The Supervisor *is* able to choose which media to monitor: voice only, IM only, or both voice and IM.
		TServer/voice = `false` TServer/multimedia = `true` TServer/sip-signaling-chat = `false`	
Agent or Supervisor handles IM only through SIP Endpoint.	1 SIP Server DN	TServer/voice = `false` TServer/multimedia = `true` TServer/sip-signaling-chat = `true` (or absent)	IM monitoring only.
Agent or Supervisor handles IM only, but does not have SIP Endpoint.	1 SIP Server DN	TServer/voice = `false` TServer/multimedia = `true` TServer/sip-signaling-chat = `false`	IM monitoring only.
Agent or Supervisor handles voice through TDM and IM in Genesys Agent Desktop, but does not have SIP Endpoint.	2 DNs: 1 SIP Server DN and 1 TDM DN	[SIP DN] TServer/voice = `false` TServer/multimedia = `true` TServer/sip-signaling-chat = `false`	IM monitoring only.

Table 13: The mapping between DN in Place and the available media channel for the Genesys Desktop agent or supervisor (Continued)

Channels	Place Configuration	Annex configuration	Supervisor Monitoring
Agent or Supervisor handles voice through TDM and IM in a SIP Endpoint.	2 DNs: 1 SIP Server DN and 1 TDM DN	[SIP DN] TServer/voice = `false` TServer/multimedia = `true` TServer/sip-signaling-chat = `true` (or absent)	IM monitoring only.

Configuring Push Video

The Push Video feature enables SIP agents to show a video to a contact. This action can be performed as part of a video conference or simply by pushing the video out to the browser of the contact. The agent selects a file to show to the contact from a list of videos (see *Genesys Desktop 7.6 Agent Help*).

The Push Video feature is configured through the Genesys Desktop `application` object in the Genesys Configuration Layer (see Figure 10 on page 111). The `push-video` section contains a set of options (see "push-video" on page 252) that specify:

- The names and location paths of the video files.
- The display names of the video files.
- The preview image file names.
- The descriptions of the contents of the videos.
- The list of switches that support a given video.
- The list of themes/tags that are associated with a given video.
- The maximum dimensions of the preview images and the number of descriptive columns that are presented to the agent for each video.

Notes: Genesys Desktop Push Video requires Stream Manager 7.5 or later.

Some audio codecs are defined by Stream Manager by default; however, you must define the video codec.
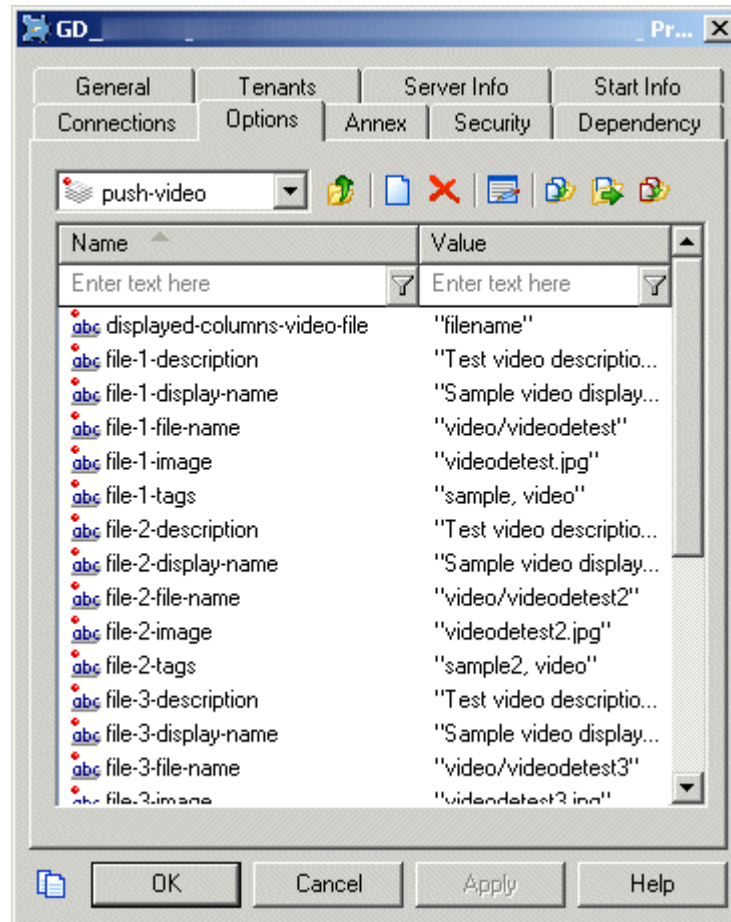
Figure 10: Genesys Desktop Application Object Properties dialog box, Options tab, displaying a sample configuration for the push-video section.

Interaction Attachment Icon

Genesys Supervisor Desktop can display an "attachment" icon beside interactions that contain attachments. The attachment icon is displayed if the submitter is an application that is based on AIL 7.5, or later, such as Genesys Desktop 7.5. Before submitting an interaction to a queue, these two applications include a special key-value pair in the attached data of the interaction. Genesys Supervisor Desktop relies on this key-value pair to determine whether or not the interaction has attachments.

Notes: Genesys Supervisor Desktop does not show the attachment icon for interactions that contain attachments, if the submitter is an application that is based on an earlier release of AIL, such as Genesys Desktop 7.2.

Genesys Supervisor Desktop does not provide intelligent counting of attachments, based on the content of an e-mail.

Configuring the Disposition Code

The Genesys Agent Desktop interaction interface can be configured to display a customizable checklist of disposition codes. You can configure the behavior so that it is mandatory or optional for the agent to select a disposition code prior to completing or transferring an interaction.

The default behavior of this functionality is configured in the Configuration Management Layer (see "disposition-code" on page 212). You can override the default behavior—for example, by either call type or customer type—by using the Genesys Routing capabilities. The selection of only one disposition code is supported (see "Overriding The Default Disposition Code Behavior of the Routing Strategy").

If the disposition-code feature is enabled:

- For voice and Instant Messaging (that is, T-Lib based operations), when the interaction processing is complete, Genesys Desktop sends a user event that employs a specific format. Genesys Desktop updates the attached data when the disposition selection is changed by the agent, as long as the status of the interaction permits the update.

- For Multimedia, Genesys Desktop updates interaction properties when the disposition selection is changed.

The following sections tell you how to capture the disposition code information from the back end and to build an appropriate reporting solution.

Typical Work Flow for an Agent Configured to Use Disposition Codes

The following is a typical interaction work flow executed by an agent:

1. Interact with the contact.

2. End the call.

3. Select the disposition code.

4. Close interaction form (`Mark Done`).

The agent can change the order of the work flow—for example, the agent can select the disposition code prior to ending the interaction. The agent may

choose to skip setting the disposition code unless you have configured Genesys Desktop to require setting the disposition code prior to closing the interaction.

Table 14 details in which scenarios you can configure Genesys Desktop to display the Disposition Code tab. It also details which scenarios can be configured to make selecting a disposition code mandatory:

Table 14: Scenarios in which the agent can select a disposition code and when disposition code selection can be set as mandatory

Interaction type	User action	Affected by mandatory disposition?
Inbound voice	Mark done	Yes
Campaign call	Mark done	Yes
Inbound e-mail	Mark done	Yes
	Reply	Yes
	Reply all	Yes
Outbound e-mail	Send	Yes
	Transfer	Yes
Chat	Mark Done	Yes
	End (case Conference)	Yes
	Transfer	Yes
Inbound SMS	Mark done	Yes
	Reply	Yes
Outbound SMS	Send	Yes
	Transfer	Yes
SMS Session	Mark Done	Yes
	End (case Conference)	Yes
	Transfer	Yes
Web Callback	Mark done	Yes
Instant Messaging	Mark Done	Yes

Table 14: Scenarios in which the agent can select a disposition code and when disposition code selection can be set as mandatory (Continued)

Interaction type	User action	Affected by mandatory disposition?
Open media	Mark Done	Yes
	Transfer	Yes

Business Logic

The business logic employed for dispositions codes is slightly different for voice interactions and multimedia interactions.

Voice Interactions

When Genesys Desktop validates the disposition code of a voice interaction, the following business logic is executed:

1. Send a `User Event`

   After the agent ends the interaction handling, Genesys Desktop creates and sends a `User Event` formatted with Key-Value (KV) pairs as shown in Table 15.

Table 15: Key-value pairs for the Post-Interaction User Event

Key	Value
`AttributeConnectionID`	Connection ID of the call on which agent applies disposition. This option is present only when `use-connection-id` is activated by strategy or by configuration.
`AttributeConnID`	Connection ID of the call on which agent applies disposition. This option is present only when `use-conn-id` is activated by strategy or by configuration.
`[Disposition Code Key]` (Key name as configured in the dedicated option)	Name of the attribute value displayed to the agent in the GUI.

   The `User Event` is sent just before the interaction closes on the agent desktop, after the agent clicks `Mark Done`, completes a transfer, and so on.

2. Update the attached data for the interaction.

When the agent selects or deselects a disposition code in the `Disposition Code` tab of the interaction form, the interaction data is updated by the addition or removal of the KV pair shown in Table 16.

Table 16: The disposition code key-value pair that is updated when an agent selects a disposition code and closes a Voice interaction

Key	Value
`[Disposition Code Key]` (Key name as configured in the dedicated option)	Name of the attribute value selected by the agent in the GUI.

The attached data is updated when the agent sets/changes the disposition code so that the disposition code can be replicate when/if the agent executes a transfer or a conference. Depending on the status of the current interaction when the agent updates the disposition code, the data might be sent to the T-Server. The data might also be saved in the Universal Contact Server (UCS) data base assuming that a connection to UCS is configured.

Warning! The disposition code user event cannot be triggered twice for the same interaction when the `only-first-owner` option is set to `true`. This restriction is in particular critical to be aware of for interaction transfers and conferences. This restriction means that the disposition code GUI is read-only for transfer and conference targets. There will be update of the attached data and no sending of user events.

Multimedia interactions

When Genesys Desktop validates the disposition code of a multimedia interaction, the following business logic is executed:

◆   The interaction attached data is updated.

When the agent selects or deselects a disposition code in the `Disposition Code` tab of the interaction form, the interaction data is updated by the addition, update, or removal of the KV pair shown in Table 17.

Table 17: The disposition code key-value pair that is updated when an agent selects a disposition code in a Multimedia interaction

Key	Value
`[Disposition Code Key]` (Key name as configured in the dedicated option)	Name of the attribute value selected by the agent in the GUI

Overriding The Default Disposition Code Behavior of the Routing Strategy

The disposition code logic is configurable at two levels. The `disposition-code` section of the Genesys Desktop application object in the configuration layer is dedicated to configuring the default behavior. However, you can also override some of the configuration keys by using the routing strategy, such that the disposition code logic can depend on the type of interaction—for example, the list of disposition codes can be different depending on the customer segment, or for specific customer types the disposition code can be made mandatory, whereas they are optional for others.

To override the default disposition code configuration, you must write a key or several keys in the routing strategy by attaching the following kind of data to the call:

```
configured_attached_data_section_name.gad_template_option_name=over
write_value
```

For example, if the Genesys Agent Desktop `disposition-code/routing-overwrite-key` option is set to the value `my-disp-code`, and you want to make disposition code selection mandatory for the call type that is handled by this strategy branch, then the attached data is updated as follows:

```
my-disp-code.is-mandatory=true
```

Notes: Multiple selection of disposition codes is not enabled.

Disposition code logic is applicable to all interaction types, including Outbound Contact and Voice Call Back.

Disabling The Disposition Code Attachment Behavior of the Routing Strategy

To disable the Disposition Code behavior, in the Strategy the administrator must attach the following data to the call:

```
configured_attached_data_section_name.disposition-code-values-attribute=""
```
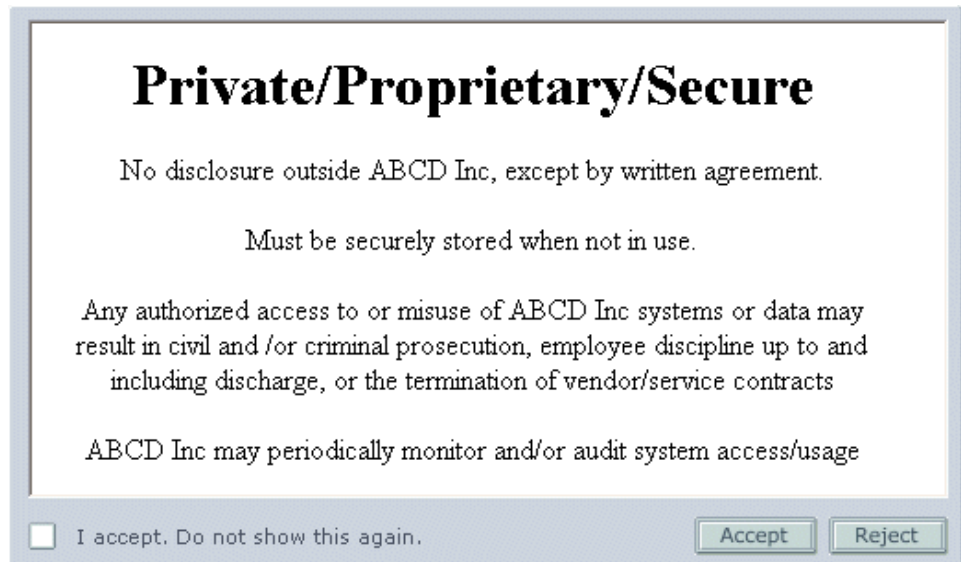
Setting the overwrite value of the `disposition-code-values-attribute` option to an empty string enables you to disable the feature from the Strategy.

Security Banner Function

The security banner function displays a dialog box that contains a message that you define. An agent must accept the conditions that are specified in the message before he or she is permitted to login to a Genesys Web application. The dialog box enables the agent to accept or reject the conditions of use (see Figure 11).

If you configure the security banner function (see "Options Tab" on page 83 and "security-banner" on page 256), the `Terms of use` dialog box is displayed on top of the Genesys Desktop splash screen, before the `Login` dialog box is displayed.

Private/Proprietary/Secure

No disclosure outside ABCD Inc, except by written agreement.

Must be securely stored when not in use.

Any authorized access to or misuse of ABCD Inc systems or data may result in civil and /or criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts

ABCD Inc may periodically monitor and/or audit system access/usage

☐ I accept. Do not show this again.   [Accept] [Reject]

Figure 11: Sample of a user-defined pre-login security banner

In addition to specifying the target URL(s), the following aspects of the appearance and behavior of the `Terms of use` dialog box can be customized (see "security-banner" on page 256):

• Behavior in case the target document is unavailable

- Activation of one-time acknowledgement
- Dialog box dimensions
- Dialog box title
- Dialog box timeout

The security banner message content is specified as an arbitrary URL, pointing to a document, that can be resolved by a browser and shown as an active document within the browser window. Multiple URLs may be specified if redundancy is required. The document must be either stored with the web application (on the same servlet or .NET engine), hosted on the same HTTP server, or accessed indirectly via reverse proxy.

Note: Only HTTP and HTTPS sources are supported. The specified URL must begin with either "`http://`" or "`https://`".

There are three deployment choices:

- Deploy the security banner in the Genesys Desktop Tomcat server (refer to the *Genesys Security Deployment Guide* for information on `unilogin.dll` deployment).
- Deploy the security banner in the Genesys Desktop Apache / IIS server (refer to the *Genesys Security Deployment Guide* for information on `unilogin.dll` deployment).
- Configure Apache as a `reverse proxy` to get content transparently from the security banner Web server (this approach enables the server to share the `unilogin.dll` security banner network architecture). Refer to the *Genesys Security Deployment Guide* for information on deployment of Web pages in a Web server.

  Here is a sample of how reverse proxy can be configured:
  - The actual root path URLs of the security banner resources would be like the following:
    - `http://host1/securitybanner`
    - `http://host2/securitybanner`
  - The security banner URLs that you would configure in your Genesys Desktop application would be like the following:
    - `http://host1/gdesktop/security1`
    - `http://host2/gdesktop/security2`
  - In the `httpd.conf` Apache file, the following is specified for the preceding URLs:

```
LoadModule  proxy_module        modules/mod_proxy.so
LoadModule  proxy_http_module  modules/mod_proxy_http.so
ProxyPass /gdesktop/security1 http://host1/securitybanner
ProxyPass /gdesktop/security2/ http://host2/securitybanner
ProxyPassReverse /gdesktop/security1 http://host1/securitybanner
ProxyPassReverse /gdesktop/security2/ http://host2/securitybanner
```

> **Note:** Genesys recommends that you use a consistent HTTP type from end to end—that is, either HTTP only or HTTPS only.

Configure Genesys Supervisor Desktop to Use Custom Fields Defined in Interaction Server

You can configure Genesys Supervisor Desktop to display custom fields that have been defined in the Interaction Server database table. These are accessible through the values of the `InteractionCustomProperties Business Attribute`. This configuration enables a Supervisor to search for interactions that contain custom attributes using the standard `Basic Criteria` and `Advanced Criteria Filter` dialog boxes (see *Genesys Supervisor Desktop Help*). The custom attributes are also available for view templates.

Custom attribute values are configured in the `InteractionCustomProperties` object of `Business Attributes`.

Procedure:
Configuring Genesys Supervisor Desktop to use custom interaction attributes

Purpose: To enable a Supervisor to search for interactions based on custom attributes that are defined as Business Attributes for Interaction Server.

You must configure the mapping of e-mail interaction fields to the corresponding fields in Interaction Server (for 7.6.1 and higher) to enable the ordering and sorting of e-mail interactions in the Interaction view. Table 18 displays the mapping of Interaction Server fields to Genesys Desktop objects.

For more information about deploying and configuring Interaction Server, refer to the *Multimedia 7.6 Deployment Guide* and the *Multimedia 7.6 Reference Manual*.

Table 18: Mapping Interaction Server fields to Genesys Desktop e-mail interaction fields

Interaction Server field	Genesys Desktop e-mail interaction field
case_id	CaseId
category	Category

Table 18: Mapping Interaction Server fields to Genesys Desktop e-mail interaction fields (Continued)

Interaction Server field	Genesys Desktop e-mail interaction field
contact_id	ContactId
customer_segment	CustomerSegment
disposition_code	DispositionCode
from_address	FromAddress
from_personal	FromPersonal
mailbox	Mailbox
reason_code	ReasonCode
service_type	ServiceType
subject	Subject

Prerequisites

- Connection to Interaction Server.
- Custom Attributes that are defined as Business Attributes in the `InteractionCustomProperties` object. See "Custom Data" on page 95.
- Genesys Supervisor Desktop license.

Start of procedure

1. In Configuration Manager, for each `Business Attribute` value in `InteractionCustomProperties`, do the following: right-click on the `Business Attribute` value object.

2. Select `Annex`.

3. Create a new section named `translation`. The options that you create in this section correspond to the `Business Attribute` value object.

4. Create a new option named `translate-to`.

5. Assign a custom database field name to the `translate-to` option.

6. Create a new option named `datatype`.

7. Assign one of the following values to the `datatype` option:

`-1` makes the Business Attribute value unavailable for use in custom fields.

`string` corresponds to string.

`integer` corresponds to integer.

`timestamp` corresponds to timestamp.

Note: There is no default value for the `datatype` option. If a non-valid value is specified, or if the value is blank, the `Business Attribute` value will not be available

---

8. You can localize the custom field name that is displayed in the Genesys Desktop interface instead of using the display name defined by the `Business Attribute` value.

To localize the custom field name, open the `GSDResources.properties` file, which resides at the following location:

`..\webapps\gdesktop\WEB-INF\classes\com\genesyslab\uadthin\supervisor\resources\`

9. Edit the file to add a new localization record—for example:

`i_CustomString1=address`

Note: In the record name, the `"i_"` must be followed by the `Business Attribute` value name if the `translate-to` option does not contain a value in the range `CustomString1...CustomString7` and `CustomNumber1...CustomNumber3`. If the `translate-to` option does contain values in these ranges then the `"i_"` must be followed by the corresponding `CustomString` or `CustomNumber` value. For example, `i_CustomString1`.

---

10. Save all your changes to the files.

11. Restart Interaction Server.

12. Restart Genesys Desktop.

13. The custom fields is now available to the `Filter` dialog box and to view templates.

End of procedure

Next Steps

- None.

Configuring Corporate Spelling Check Dictionaries

Genesys Desktop enables you to store corporate dictionaries for spelling check. The following common corporate dictionary file is created in the initial architecture when Genesys Desktop is installed:

`WEB-INF/classes/corporatespellchecker/corporate.dic`

By default, `corporate.dic` is empty.

You can update this file with the contents of your corporate dictionary. Each word entry must be on a separate line.

You can store additional corporate dictionaries in the `corporatespellchecker` folder, or you can use the folder to create and store corporate dictionaries for different languages. Create language-based dictionary files named by using the following file name format:

`corporate_<lang_id>.dic`

Where `<lang_id>` is a placeholder for the following three letter language codes:

- `dan` = Danish
- `nld` = Dutch
- `usa` = English (U.S.)
- `eng` = English (International)
- `fin` = Finnish
- `fra` = French
- `deu` = German
- `itn` = Italian
- `nor` = Norwegian (Bokmal)
- `ptb` = Portuguese (Brazilian)
- `ptg` = Portuguese (Iberian)
- `esp` = Spanish
- `sve` = Swedish

For example, a corporate French language dictionary file is named:

`corporate_fra.dic`

In this example, a French spelling check includes words from both `corporate.dic` and `corporate_fra.dic`.

Chapter

5 Installing and Deploying Genesys Desktop

This chapter describes how to install and deploy Genesys Desktop 7.6 from your Installation Package CD. This chapter contains the following sections:

After you have configured and installed Genesys Desktop 7.6.*x*, you can access it through either Microsoft Internet Explorer (IE), Mozilla Firefox, or Apple Safari, by using the following URL:

`http://<host name>:<host port>/gdesktop/`

Note: Do not use unsupported DNS symbols, especially the underscore (_) and the period (.), or other extended characters, in the host name. Consult the Microsoft TechNet website for more information about integrating your host with DNS.

To log in to Genesys Desktop, you must be configured as an Agent or a Supervisor in Configuration Manager (see the *Framework 7.6 Deployment Guide* and the *Framework 7.6 Configuration Manager Help*).

Table 19 summarizes the task flow to install Genesys Desktop.

Table 19: Companion software configuration

Objective	Related Procedures and Actions
Launch the system installer from the Genesys Desktop CD.	After verifying that you have the correct JAVA 2 SDK installed and that your application object has been properly configured (see "Preparation" on page 125), you are ready to install from the Genesys Desktop CD. Follow the procedure for the operating system of your server: • Windows—Installing Genesys Desktop Server on the Windows operating system, page 126. • Solaris or AIX—Installing Genesys Desktop Server on the Solaris, AIX, or Linux operating system, page 127.
Deploy Genesys Desktop in your Web server.	Choose the procedure that matches your configuration: • Deploying Genesys Desktop as a Web application deployment with Tomcat, page 128. • Deploying Genesys Desktop as a Web archive in a servlet engine, page 130. • Deploying Genesys Desktop in WebLogic, page 133.
Configure the predefined statistics.	Supporting procedure: • Adding media types to the user statistics configuration file, page 141
Integrate Tomcat with your HTTP Server.	Choose the procedure that matches your configuration: Apache 2.2: 1. Installing Apache 2.2 on Windows or Solaris for integration with Genesys Desktop, page 144. 2. Configuring Apache to serve static pages instead of Tomcat, page 147. IIS 5.0: • Configuring IIS 5.0 on Windows for integration with Tomcat and Genesys Desktop, page 149. IIS 6.0 and 7.x: • Configuring IIS 6.0 on Windows for integration with Tomcat and Genesys Desktop, page 150. WebLogic and Apache: • Integrating Genesys Desktop with a WebLogic and Apache 2 HTTP server, page 157.

Table 19: Companion software configuration (Continued)

Objective	Related Procedures and Actions

Optimize the performance of your server.	Server Tuning contains suggestions for optimizing the performance of your server:
	
	• If you use the Apache server, see "Apache Tuning on Windows and Solaris Platforms" on page 158
	
	• If you use the Apache server, see "Apache Performance Optimization" on page 159, and follow these procedures:
	
	    a. Verifying that the configuration is properly executed, page 165.
	
	• If you use Tomcat, see "Tomcat Tuning" on page 161
	
	• If you use the WebLogic server, see "WebLogic Tuning" on page 161, and follow these procedures:
	
	    a. Configuring Web Module Descriptors, page 161.
	
	    b. Configuring Execute Queues, page 162.
	
	You should also tune the JVM, see "Java Virtual Machine Tuning" on page 163

If you are employing load balancing, you must configure it for Genesys Desktop.	Review the background material in the section "Load Balancing" on page 168, then follow the procedures that apply to your configuration: • Configuring the Windows Load Balancing Service, page 169. • Configuring Apache load balancing, page 174 • Configuring the Tomcat Servers for Load Balancing, page 176

Preparation

Before proceeding, make sure that your Genesys Desktop host server has an appropriate Java 2 SDK installed, and that the Genesys Desktop `Application` object has been created in Configuration Manager (see "Configuring the Application in Configuration Manager" on page 81).

Warning! Genesys does not recommend installation of its components by means of a Microsoft Remote Desktop connection. The installation should be performed locally.

The installation packages are located on the installation CD under the `GenesysDesktop/` directory, in the following subdirectories for each of the supported operating systems:

`Aix`

`Linux`

`Solaris`

`Windows`

Launching the System Installation

This section explains how to begin installation on each of the supported operating systems:

• Windows—Installing Genesys Desktop Server on the Windows operating system, page 126

• Solaris, AIX, or Linux—Installing Genesys Desktop Server on the Solaris, AIX, or Linux operating system, page 127

Note: After running a Windows installer or UNIX installation script, inspect the directory tree of your system to make sure that the files have been installed in the location that you intended. See "Directory Tree" on page 129.

See the section "Configuration Files, Predefined Statistics, and Start Scripts" on page 140 for information on customizing and modifying the installation scripts.

Procedure:
Installing Genesys Desktop Server on the Windows operating system

Purpose: To install a Genesys Desktop Server on the Windows operating system.

Note: By default, Genesys Desktop 7.6.3 is installed in the following directory:

`%systemdrive%\Program Files\GCTI\GenesysDesktop\<CME_application _Name>\`

And, Genesys Desktop 7.6.2 and earlier is installed in the following directory:

`%systemdrive%\GCTI\GenesysDesktop\<CME_application_Name>\`

Warning! For Genesys Desktop 7.6.2 and earlier, the Genesys Desktop Server installation path must not contain the space character.

The installation path for `JAVA_HOME` cannot contain the space character if you want to run Genesys Desktop 7.6.2 and earlier as a Windows service, or if you want to launch it using the Solution Control Interface (SCI) with the startup information stored in Configuration Manager.

Prerequisites

- See "Preparation" on page 125.
- You must have permissions to install on the host.

Start of procedure

1. Run the `Setup.exe` program, which is located on the Genesys Desktop CD, in the following directory:
   `GenesysDesktop\windows\`
2. To complete the installation, follow the on-screen instructions.

End of procedure

Next Steps

- Deploy Genesys Desktop in a Web server. See "Types of Deployment" on page 128.

Procedure:
Installing Genesys Desktop Server on the Solaris, AIX, or Linux operating system

Purpose: To install a Genesys Desktop Server on either the Solaris, AIX, or Linux operating system.

Warning! The Genesys Desktop Server installation path must not contain the space character.

Prerequisites

- See "Preparation" on page 125.
- You must have permissions to install on the host.
- You must have the Verdana font installed on the server.

Start of procedure

1. Run the `install.sh` script, which is located on the Genesys Desktop CD, in the `GenesysDesktop/Solaris/` or `GenesysDesktop/Aix/` or `GenesysDesktop/Linux/` directory.

2. To complete the installation, follow the on-screen instructions.

End of procedure

Next Steps

Note: On AIX, before you can run Genesys Desktop, you first must deploy it within a supported servlet engine, such as the IBM WebSphere Application Server (WAS) or BEA WebLogic environment.

• Deploy Genesys Desktop in a Web server. See "Types of Deployment" on page 128.

Types of Deployment

There are three types (methods) of installation (deployment):

Choose the procedure that matches your configuration.

Procedure:
Deploying Genesys Desktop as a Web application deployment with Tomcat

Purpose: To provide a ready-to-run Genesys Desktop environment. This procedure installs Tomcat and the Genesys Desktop application.

Note: On Solaris, AIX, and Linux platforms, if you install Genesys Desktop in the same location as a previous installation, you can choose either to delete the old installation or to have the setup script rename and preserve the old directory with a `.backup` name.

Directory Tree   Installing Genesys Desktop creates the following directory structure under the top-level installation directory:

- ◆ `<installation directory>/` contains all of the files required to run Tomcat:
    - ◆ `bin/` contains all scripts that are used to start or stop the server, and to set up environment variables.
    - ◆ `common/` contains Tomcat classes, libraries, and endorsed files.
    - ◆ `conf/` contains all files used to configure Tomcat.
    - ◆ `lib/` contains Tomcat libraries and classes.
    - ◆ `logs/` contains all Tomcat log files.
    - ◆ `shared/` contains Tomcat libraries and classes.
    - ◆ `temp/` contains Tomcat libraries and classes.
    - ◆ `webapps/` contains Web applications.
    - ◆ `work/` contains temporary files.

Warning!   The directory tree listed above is required for the scripts and configuration files to work properly. Do not alter it.

Start of procedure

1. Run the `Setup.exe` file (Windows) or the `install.sh` file (Solaris or Linux).

2. Follow the prompts and fill in the requested values. The server uses the data that you enter as parameters to connect to Configuration Server and run the Genesys Desktop application.

End of procedure

Next Steps

Procedure:
Deploying Genesys Desktop as a Web archive in a servlet engine

Purpose: To provide a Web application file (`gdesktop.war`), which can be installed on any *already installed* servlet engine, such as IBM WebSphere Application Server (WAS), BEA WebLogic, or an already installed Tomcat.

Prerequisites

- Your servlet engine should be installed before proceeding.

Start of procedure

1. Prepare the `.war` file. See Preparing the gdesktop.war file for Web archive deployment in a servlet engine.

2. Force WebSphere to accept the headless mode. See Forcing WebSphere to accept headless mode, page 132.

End of procedure

Next Steps

- "Configuration Files, Predefined Statistics, and Start Scripts" on page 140.
- "Testing and Running the Installation" on page 143.
- "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143
- "Integration with an HTTP Server: IIS and Tomcat" on page 148
- "Integration with Tomcat only" on page 146
- "Integration with an HTTP Server: Apache and WebLogic" on page 156

Procedure:
Preparing the gdesktop.war file for Web archive deployment in a servlet engine

Purpose: To prepare and expand the `gdesktop.war` file prior to deploying Genesys Desktop in a servlet engine.

Prerequisites

- You must have launched the system installation. See "Launching the System Installation" on page 126.

Note: Regarding the WebSphere Application Server (WAS), the `<installation directory>/webapps/gdesktop/` directory is the home directory for Genesys Desktop itself.

Sun Java Developer's Kit (JDK) 1.4.2, 1.5, or 1.6 is required to make the WebSphere installation work properly on Windows.

The X11 server is not required in an AIX or Solaris environment for Genesys Desktop to work properly on WebSphere. However, it may be mandatory to force WebSphere to work in headless mode—that is, to enable it to use some graphical capabilities without relying on the X11 server.

Start of procedure

1. Stop running the servlet engine, such as Tomcat, if it is running.

2. Uninstall any previous versions of Genesys Desktop.

3. Run the `Setup.exe` file (Windows) or the `install.sh` file (Solaris, AIX, or Linux).

4. In the Setup Wizard, specify the appropriate directory in which to deploy the `gdesktop.war` file. For Tomcat, specify the `webapps/` subdirectory.

5. If you want to control your servlet engine with the Genesys Management Layer, then in Configuration Manager, fill in the `Start Info` and `Server Info` tabs to point to your servlet engine installation.

Note: Genesys recommends using this option with Tomcat only.

Enter the following values on the `Start Info` tab:
- `working directory: <installation directory>/bin`
- `command line: startup.bat` (for Windows) or `startup.sh` (for Solaris and Linux)

6. For Tomcat users, start Tomcat to enable the `.war` file to be expanded (deployed), and then stop Tomcat.

7. To ensure that Genesys Desktop works with the required servlet engine, find or locate, and then create copies of the following files in the specified folders:
- `activation.jar`
- `mail.jar`
- `xalan.jar`

The source and destination directories for these files depend on your servlet engine:

- For Tomcat, after the Web application is deployed, select the `.jar` files in the `webapps/gdesktop/WEB-INF/lib/` directory.

  Create the following directory: `<Tomcat installation>/common/endorsed/`

  Paste the three `.jar` files into the `<Tomcat installation>/common/endorsed/` directory.

  Start Tomcat.

End of procedure

Next Steps

- Force WebSphere to accept headless mode. See Forcing WebSphere to accept headless mode, page 132.
- "Configuration Files, Predefined Statistics, and Start Scripts" on page 140.
- "Testing and Running the Installation" on page 143.
- "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143.
- "Integration with an HTTP Server: IIS and Tomcat" on page 148.
- "Integration with Tomcat only" on page 146.
- "Integration with an HTTP Server: Apache and WebLogic" on page 156.

Procedure:
Forcing WebSphere to accept headless mode

Purpose: To force WebSphere to accept the headless mode.

Prerequisites

- WebSphere must be started.
- You must have prepared the `gdesktop.war` file for deployment. See Preparing the gdesktop.war file for Web archive deployment in a servlet engine, page 130.

Start of procedure

1. In the WebSphere Administration Console, select `Application Servers > [AppServer name] > Process Definition > Java Virtual Machine`.

2. In the Generic JVM arguments fields, add `-Djava.awt.headless=true`.

3. Restart the WebSphere server.

End of procedure

Next Steps

- "Configuration Files, Predefined Statistics, and Start Scripts" on .
- "Testing and Running the Installation" on .
- "Integration with an HTTP Server: Apache 2.2 and Tomcat" on
- "Integration with an HTTP Server: IIS and Tomcat" on
- "Integration with Tomcat only" on
- "Integration with an HTTP Server: Apache and WebLogic" on

Procedure: Deploying Genesys Desktop in WebLogic

Purpose: To deploy the Genesys Desktop Server application in BEA WebLogic.

Prerequisites

- This installation provides a Web application file (`gdesktop.war`), which can be installed on any *already installed* servlet engine, specifically BEA WebLogic.
- WebLogic must already be installed, and a domain must be created with a server called `wl_management`. For details on installing and creating a domain, refer to the WebLogic documentation.

Start of procedure

1. Prepare the WebLogic deployment. See Preparing the WebLogic deployment, .
2. Configure the WebLogic deployment. See Configuring a WebLogic deployment, .
   a. Create a new machine.
   b. Create a new server.
   c. Verify that the new server starts and stops properly.
3. Install Genesys Desktop on a BEA WebLogic server. See Installing Genesys Desktop on a WebLogic server, .
4. Deploy Genesys Desktop on a BEA WebLogic server. See Deploying Genesys Desktop on a WebLogic server, .

End of procedure

Next Steps

- "Configuration Files, Predefined Statistics, and Start Scripts" on .

- "Testing and Running the Installation" on page 143.
- "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143
- "Integration with an HTTP Server: IIS and Tomcat" on page 148
- "Integration with an HTTP Server: Apache and WebLogic" on page 156

Procedure: Preparing the WebLogic deployment

Purpose: To prepare your system for a WebLogic deployment of Genesys Desktop.

Prerequisites

- Launch the system installation. See "Launching the System Installation" on page 126.

Start of procedure

1. Start the WebLogic domain management server.

   Go to the `<WebLogic domain location>/<domain_to_start>` directory—for example: `<BEA Home>/user_projects/domains/mydomain`.

2. Launch `./startWebLogic.sh`.

3. Enter the administrator name (`weblogic`, by default) and password.

4. Wait for the following message:

   ```
   <timestamp> <Notice> <WebLogicServer> <BEA-000360> <Server started
   in RUNNING mode> <timestamp> <Notice> <WebLogicServer> <BEA-000355>
   <Thread "ListenThread.Default" listening on port 7001, ip address
   *.*>
   ```

   Note: These two lines can be inverted.

   Your server is started.

5. Start the WebLogic node manager.

   Go to the `<WebLogic home>/weblogic81/server/bin` directory.

6. Launch `./startNodeManager.sh`.

7. In the console logs, search for the line starting with `ListenPort=` and record the value, which you require later in this process.

End of procedure

Next Steps

- Configure the WebLogic deployment. See Configuring a WebLogic deployment, page 135.

Procedure:
Configuring a WebLogic deployment

Purpose: To enable a Genesys Desktop deployment on a WebLogic server.

Prerequisites

- Prepare the WebLogic Deployment. See Preparing the WebLogic deployment, page 134.

Start of procedure

1. Using a Web browser with JRE installed, open the administration page:
   `http://[wl_host]:[port]/console`

   Note: The default port is `7001`.

2. Provide administrator's login information to access the WebLogic Server configuration pages.

   You are now logged in to the WebLogic console.

3. Create a new machine:
   a. In the left pane, open the `Machines` folder.
   b. Select `Configure a new Machine`.
   c. In the `Name` box, enter the name of the machine and click `Create`.
   d. Select the `Node Manager` tab.

   Note: This information is useful for Genesys Desktop Server remote control.

   e. In the `Listen Address` box, enter the host name or IP address.
   f. Check the value of the `Listen Port` box, and then click `Apply`.

   Note: The default node manager port is 5555. This should match the port number that you recorded during the Node Manager startup (see step 7 of "Preparing the WebLogic deployment" on page 134).

4. Create a new server:
   a. From the left-hand pane, open the `Servers` folder.
   b. Select `Configure a new Server`.

    c. In the `Name` box, enter the name of the server—for example, `GD_Server`.

    d. From the `Machine` drop-down list, select the host that is specified in "Create a new machine:".

    e. In the `Listen Port` box, enter the HTTP port for Genesys Desktop (for example, `8080`).

    f. Click `Create`.

    g. Select the `Remote Start` tab.

    h. In the `Arguments` box, enter the JVM options—for example, `-server -Xms128M -Xmx512M`.

> **Note:** For IBM AIX, the `-server` option must be excluded.

5. Click `Apply`.

6. Verify that the new server starts and stops properly.

    a. Select the `Control` tab.

    b. Select `Start this server`.

    c. Click `Yes`.

> **Note:** If everything works properly, then the task status should change to `TASK COMPLETED` after approximately 30 seconds.

7. When you try to connect to `http://wl_host:8080`, you should have an `"error 404"` message appear, meaning that your server is indeed running properly (even though there is no default page).

8. Select `Graceful shutdown of this server`.

9. Click `Yes`.

> **Note:** If everything works properly, then the task status should change to `TASK COMPLETED` after a few seconds.

End of procedure

Next Steps

• Install Genesys Desktop on a WebLogic server. See .

Procedure:
Installing Genesys Desktop on a WebLogic server

Purpose: To install a Genesys Desktop Server application on a WebLogic server.

Prerequisites

- Configure the WebLogic deployment. See Configuring a WebLogic deployment, page 135.
- Verify that the `JAVA_HOME` environment variable is defined and points to a valid JDK.

Start of procedure:

1. Open the directory on which the Genesys Desktop installation is located and launch the shell script: `./install.sh`.

2. Genesys recommends that you specify a destination path that is easy to remember, because you must access it from the browser.

3. On Solaris, you must select a deployment mode; choose `Web Archive Deployment in a Servlet Engine`.

4. After the installation script has finished, open the Genesys Desktop installation directory, and manually extract the `gdesktop.war` file by following these steps:

   a. Create a `gdesktop` sub-directory.

   b. Transfer the `gdesktop.war` file to this folder.

   c. Within the `gdesktop` folder, extract the content of the `gdesktop.war` file by entering the following: `$JAVA_HOME/bin/jar -xvf gdesktop.war`

End of procedure

Next Steps

- Upgrade the JVM that is used by WebLogic to the version that is provided on the Genesys Desktop CD. See Upgrading the JVM used by WebLogic, page 137.
- Deploy Genesys Desktop on a WebLogic server. See Deploying Genesys Desktop on a WebLogic server, page 138.

Procedure:
Upgrading the JVM used by WebLogic

Purpose: To upgrade the JVM that is used by WebLogic to the version that is provided on the Genesys Desktop CD.

Start of procedure

1. On Solaris, open the `<WebLogic Home>/jdk142_xx/jre/lib` directory. On AIX, open the `$JAVA_HOME/jre/lib` directory.

2. Create a folder that is named `endorsed`.

3. Copy the `activation.jar` and `mail.jar` files from the `<Genesys_Desktop_ installation>/gdesktop/WEB_INF/lib` to the `endorsed` directory.

> **Note:** If the WebLogic server that was created to embed Genesys Desktop is not running, then start it. If the WebLogic server is already running, restart it.

End of procedure

Next Steps

- Configure the WebLogic deployment. See Configuring a WebLogic deployment, page 135.

Procedure:
Deploying Genesys Desktop on a WebLogic server

Purpose: To deploy Genesys Desktop in WebLogic, follow these steps.

Prerequisites

- Install Genesys Desktop on WebLogic. See Installing Genesys Desktop on a WebLogic server, page 136.
- Upgrade the JVM used by WebLogic to the version provided on the Genesys Desktop CD. See Upgrading the JVM used by WebLogic, page 137.

Start of procedure

1. Using a Web browser with JVM installed, open the administration page: `http://[wl_host]:[port]/console`.

> **Note:** The default port is `7001`.

2. Log in by using the administrator name and password given during domain configuration.

3. From the left-hand pane, open the `Deployments/Web Applications Module` folder.

4. Select `Deploy a new Web Application Module`.

5. On the `Location` line, browse to the directory in which you installed Genesys Desktop. The `Deploy a Web Application Module` screen appears (see Figure 12).

Figure 12: Deploy a Web Application Module screen

6. Select the radio button that is associated with the `gdesktop` subdirectory that you created previously (see Step 4).

> **Warning!** Do not directly use the `gdesktop.war` file.

7. Click `Target Module`.

8. Select the check box of the server that is created for Genesys Desktop (for example, `GD_Server`) and click `Continue`.

9. Select the `I will make the Web Application module accessible from the following location` option and click `Deploy`.

The `gdesktop` node should appear in the left-hand pane under `Web Application Modules`.

10. Wait for the end of the deployment. The `Status of last action` should change to `Success` when the deployment is complete (see Figure 13).

Figure 13: Successful Deployment screen

11. Your Genesys Desktop should now be ready to work in WebLogic. To verify this, connect to `http://[wl_host]:8080/gdesktop`. The Genesys Desktop login page should appear (it might take a few seconds for the page to compile).

End of procedure

Next Steps

- "Configuration Files, Predefined Statistics, and Start Scripts" on page 140.
- "Testing and Running the Installation" on page 143.
- "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143
- "Integration with an HTTP Server: IIS and Tomcat" on page 148
- "Integration with an HTTP Server: Apache and WebLogic" on page 156

Configuration Files, Predefined Statistics, and Start Scripts

This section describes the configuration steps performed by the installation scripts. For information on installing Genesys Desktop, see "Launching the System Installation" on page 126.

Configuring Genesys Desktop Using the Configuration File

The Genesys Desktop configuration file is a well-commented XML file that is located at: `<installation directory>/webapps/gdesktop/WEB-INF/web.xml`.

The installation script automatically fills in some of the values for the elements, using data that you entered when you installed Genesys Desktop.

Note: Genesys Desktop uses the backup Configuration Server only when starting up, not while it is running.

Configuration Files

When installing Genesys Desktop in Tomcat, the system asks you to confirm or change the Tomcat port parameters for the connector. For example, you can change port `8080` to port `8081`, or to any other port that you prefer.

If you want to change the Tomcat port parameters after installing Genesys Desktop, you can edit `<installation directory>/conf/server.xml.`

See Table 20 for the default port assignments, and use this table as a guide for changing port values.

Table 20: Tomcat ports

Port	Default Value	Path
HTTP	8080	<Connector port="8080" maxThreads="150" minSpareThreads="25" maxSpareThreads="75" enableLookups="false" redirectPort="8443" acceptCount="100" debug="0" connectionTimeout="20000" disableUploadTimeout="true" />
AJP13	8009	<Connector port="8009" maxThreads="1000" minSpareThreads="100" maxSpareThreads="150" enableLookups="false" redirectPort="8443" debug="0" protocol="AJP/1.3"/>
SHUTDOWN	8005	<Server port="8005" shutdown="SHUTDOWN">

Configuring Predefined Statistics

Open Media statistics are provided by defining the interaction media types in the user statistics configuration file. The media types of the interactions for statistics must be defined in this configuration file (see "Business Attributes and Contact Metadata" on page 83).

Procedure:
Adding media types to the user statistics configuration file

Purpose: To add media types to provide predefined statistics for Open Media interactions.

Start of procedure

1. Browse to the directory:
   `<webapplication_directory>/gdesktop/supervisor/data`, where
   `<webapplication_directory>` can be:
   - `<GD_installation_path>/webapps/gdesktop` (for deployment with Tomcat)
   - `<GD.war_installation_path>/gdesktop` (for deployment in WebLogic)

2. Open the `userstats.xml` file.

3. In the user `stat` section, add the attribute named `mediaType="<type>"`.

4. Specify the fax and Short Message Service (SMS) open media types as the values of this attribute: `mediaType="fax,sms"`.

Note: The comma-separated list of media types should be the registered media types for Genesys Supervisor Desktop. You must specify this attribute for every Open Media statistic defined in the `userstats.xml` file.

End of procedure

Next Steps

- While Genesys Supervisor Desktop is running, these Open Media statistics are included by adding the user objects, Media Lists to the definition of the User Open Media statistic in the Statistic Wizard. Every media list object contains the same list of media types—for example, fax and SMS. Once these objects are created in the Statistic Wizard, you must set the media list in the `Statistic Properties` dialog box.

Start Scripts

On Windows, launch the server by using the `Start server` shortcuts that were added to your Windows `Start` menu.

On Solaris or Linux, launch the shell script located at:
`<installation directory>/bin/startup.sh`

This is a UNIX Bourne shell script, compatible with Korn and BASH shells.

You can also launch the Genesys Desktop Server through the Solution Control Interface (SCI).

Warning! If the port address is already in use, the server might become stuck. You must change the port address or release it before running Genesys Desktop.

When Genesys Agent Desktop or Genesys Supervisor Desktop is ready, a banner appears with the following text:

- Genesys Agent Desktop: `Genesys Desktop version <GD_Version> is initialized (AgentPart)`.

- Genesys Supervisor Desktop: `Genesys Desktop version <GD_Version> is initialized (Supervisor/Stat Manager)`.

Note: You can start work with Genesys Supervisor Desktop immediately, but until the following messages are displayed, some statistics might be unavailable; for example if your Genesys Supervisor Desktop uses has `stats-enable` set to `true`:

- `GSD.Stat Service  Stat queueing complete`
- `GSD.Stat DIM  Stat initialization complete`

Testing and Running the Installation

To test your Genesys Desktop installation, make sure that all connected servers are running and that the start scripts are launched.

When using Genesys Desktop for the first time, agent desktops might be slow to display. To avoid this, you should compile Java Server Pages (JSPs) after installing Genesys Desktop. For information about compiling JSPs, see "Check JSP Files" on page 189. For information about generating images, see "Generating Images List" on page 190.

Use a Web browser to access Genesys Desktop at:
`http://<host name>[:host port]/gdesktop/`

Warning! Do not use uppercase letters when typing this URL. Using uppercase letters causes the screen to go blank.

Note: To improve performance under Tomcat, minimize the Tomcat console and set the level of traces to `info`.

Integration with an HTTP Server: Apache 2.2 and Tomcat

Genesys Desktop is a Web application that runs as a stand-alone container inside the Tomcat Web servlet engine. If you use an Apache HTTP server,

Genesys recommends that you integrate Tomcat with Apache 2.2.3, and that you use the appropriate version of `mod_jk.so` configuration, as follows:

Notes: These steps are applicable only if Genesys Desktop was deployed along with Tomcat. The files `mod_jk.conf` and `workers.properties` are available only in this deployment configuration.

If Tomcat and Apache 2.2 are not on the same computer, copy the `mod_jk.conf` and `workers.properties` files onto the Apache computer and edit the contents of the `http.conf` and `mod_jk.conf` files.

For more info see:

`http://tomcat.apache.org/connectors-doc/`

or:

`http://apache.strygunov.com//tomcat/tomcat-`
`connectors/jk/binaries/win32/jk-1.2.31/`

Procedure:
Installing Apache 2.2 on Windows or Solaris for integration with Genesys Desktop

Purpose: To enable you to integrate Genesys Desktop with an Apache 2.2 HTTP server.

Prerequisites

- Install Genesys Desktop. See "Launching the System Installation" on page 126.
- Deploy Genesys Desktop. See "Types of Deployment" on page 128.

Note: You can find additional details about Apache at the following website:
`http://tomcat.apache.org/connectors-doc`

Start of procedure

1. Install Apache 2.2 on the same computer as Genesys Desktop by running the following file from the Genesys Desktop CD:

   `ThirdPartyApplications\Apache\<operating system>\binary\apache\`

2. Add the Tomcat compatibility module to your Apache installation:
- On Windows:

  Copy the `mod_jk-1.2.28-httpd-2.2.3.so` file from the Apache-related zip file located on the Genesys Desktop CD in:
  `ThirdPartyApplications\Tomcat\jk_apache_for_windows\binary\`
  into this directory:
  `<Apache2 Installation>\modules\`

- On Solaris or Linux:

  Compile the source file from the directory:
  `ThirdPartyApplications/Tomcat/jk_for_solaris/source/`
  and place the compiled file into the Apache `modules` subdirectory.

3. Modify the `httpd.conf` file.
- On Windows:

  The `httpd.conf` file is located in: `<Apache Installation>\conf\`
  Type this line at the end of the file:
  `Include "<Genesys Desktop Installation>\conf\jk\mod_jk.conf"`

- On Solaris or Linux:

  The `httpd.conf` file is located in `<Apache Installation>/conf/`.
  Type this line at the end of the file:
  `Include <Genesys Desktop Installation>/conf/jk/mod_jk.conf`

4. Modify the `mod_jk.conf` file.
- On Windows:

  The `mod_jk.conf` file is located in:
  `<Genesys Desktop Installation>\conf\jk\`.
  Replace `<fill-path-to>` with:
  `<Genesys Desktop Installation>`

- On Solaris or Linux:

  The `mod_jk.conf` file is located in:
  `<Genesys Desktop Installation>\conf\jk\`.
  Replace `<fill-path-to>` with:
  `<Genesys Desktop Installation>`

5. Modify the file `workers.properties`, which is located in the same directory as the file `mod_jk.conf`, as follows:
- On line 82 (`worker.ajp13.port=8009`), replace `8009` with the AJP13 port number that you specified when you installed Genesys Desktop.
- If Genesys Desktop and Apache are *not* running on the same computer, then on line 83 (`worker.ajp13.host=localhost`), replace `localhost` with the name of the Genesys Desktop host.

6. Restart the Apache server for these changes to take effect.

End of procedure

Next Steps

- Tune your server to ensure that the Genesys Desktop application works properly. See "Server Tuning" on page 157.

- To configure Apache to Serve Static Pages instead of Tomcat, see Configuring Apache to serve static pages instead of Tomcat, page 147.

Procedure:
Integration with Tomcat only

Purpose: To integrate Genesys Desktop inside Tomcat without using an HTTP server.

This procedure is optional. Genesys Desktop is a Web application that runs as a stand-alone container inside the Tomcat Web servlet engine. If you do not use an Apache HTTP server, you can leave the configuration intact. However, Genesys recommends that you refer to "Tomcat Tuning" on page 161 for additional configuration information.

Start of procedure

If you do not use an Apache HTTP server, make the following changes to the `<installation path>/conf/server.xml` file:

1. Increase the number of threads for the HTTP connector (if the AJP connector was disabled, see Step 2):

```
<!-- A "Connector" represents an endpoint by which requests are received
     and responses are returned. Documentation at :
     Java HTTP Connector: /docs/config/http.html (blocking & non-blocking)
     Java AJP  Connector: /docs/config/ajp.html
     APR (HTTP/AJP) Connector: /docs/apr.html
     Define a non-SSL HTTP/1.1 Connector on port 8080
-->
<Connector port="8080"
protocol="HTTP/1.1"
maxThreads="1000"
minSpareThreads="100"
maxSpareThreads="150"
enableLookups="false"
redirectPort="8443"
acceptCount="100"
debug="0"
connectionTimeout="20000"
disableUploadTimeout="true" />
```

2. Disable the AJP connector by commenting out these related lines:
```
<!-- Define an AJP 1.3 Connector on port 8009 -->
```

```
<!--<Connector port="8009"
maxThreads="1000"
minSpareThreads="100"
maxSpareThreads="150"
enableLookups="false"
redirectPort="8443"
debug="0"
protocol="AJP/1.3"/>-->
```

End of procedure

Procedure:
Configuring Apache to serve static pages instead of Tomcat

Purpose: To have Apache 2.2 serve static pages instead of Tomcat.

Prerequisites

- You must have Apache 2.2 installed. See Installing Apache 2.2 on Windows or Solaris for integration with Genesys Desktop, page 144.
- This action is applicable only if Tomcat and Apache are running on the same computer.

Start of procedure

1. In the `<Genesys Desktop Installation>/conf/jk/` directory, edit the `mod_jk.conf` file:
   - Replace:
     ```
     JkMount /gdesktop/ ajp13
     JkMount /gdesktop/* ajp13
     JkMount /gdesktop ajp13
     ```
   - With (changing the commenting):
     ```
     JkMount /gdesktop/ ajp13
     JkMount /gdesktop/*.do ajp13
     JkMount /gdesktop/*.jsp ajp13
     JkMount /gdesktop/*.dow/* ajp13
     ```
2. Modify the `mod_jk.conf` file.
   - On Windows:
     The `mod_jk.conf` file is located in:
     `<Genesys Desktop Installation>\conf\jk\.`
     Replace `<fill-path-to>` with:
     `<Genesys Desktop Installation>`

- On Solaris or Linux:

  The `mod_jk.conf` file is located in:
  `<Genesys Desktop Installation>\conf\jk\`.
  Replace `<fill-path-to>` with:
  `<Genesys Desktop Installation>`

3. Ensure that Apache is installed on the computer on which an instance of Genesys Desktop is also installed, or, ensure that Genesys Desktop files can be accessed by Apache from the host on which Apache is running.

Note: For best performance, Genesys recommends that Genesys Desktop and Apache are installed on the same computer.

4. In either the `mod_jk.conf` file or the `httpd.conf` file, create an alias that is named `gdesktop` and build it as follows:

```
Alias /gdesktop "<fill-path-to>/webapps/gdesktop"
<Directory "<fill-path-to>/webapps/gdesktop">
    Options Indexes MultiViews
    AllowOverride None
    Order allow,deny
    Allow from all
</Directory>
```

Replace `<fill-path-to>` with the absolute path to the installation of Genesys Desktop.

Note: The `mod_jk.conf` file that is delivered with Genesys Desktop contains a block of `fill_path_to` strings that are commented out.

End of procedure

Integration with an HTTP Server: IIS and Tomcat

Genesys Desktop is a Web application that runs as a stand-alone container inside the Tomcat Web servlet engine. If you use Internet Information Server (IIS) 5.0, 6.0, or 7.x, Genesys recommends that you integrate Tomcat with IIS using the `isapi_redirect` connector.

Procedure:
Configuring IIS 5.0 on Windows for integration with Tomcat and Genesys Desktop

Purpose: To enable the Tomcat Web servlet engine to be integrated with IIS 5.0.

Prerequisites

- Install Genesys Desktop. See "Launching the System Installation" on page 126.
- Deploy Genesys Desktop. See "Types of Deployment" on page 128.

Start of procedure

1. Copy the following files into a directory that is allocated to the IIS host (for example, `C:\Inetpub\`):
   - `isapi_redirect.dll` (located on the installation CD, in: `ThirdParty\Applications\tomcat\jk_apache_for_windows\binary\`)
   - `workers.properties`, `isapi_redirect.properties`, `rewrites.properties`, and `uriworkermap.properties` (located in the `conf\jk\` directory)

2. In the `isapi_redirect.properties` file:
   a. For the `log-file` variable, replace the placeholder `<fill-path-to>` with the IIS host path that you chose as the destination in Step 1.
   b. For the `worker_file` variable, replace the placeholder `<fill-path-to>\conf\jk\` with the path to the files that are specified in Step 1.
   c. For the `worker_mount_file` variable, replace the placeholder `<fill-path-to>\conf\` with the path to the files that are specified in Step 1.
   d. For the `rewrite_rule_file` variable, replace the placeholder `<fill-path-to>\conf\jk` in the files that are specified in Step 1.

3. Create a virtual directory in the IIS management console. Select the `execute access` check box, and enter the following details:
   - `Name: jakarta`
   - `Real path: <Path_to_isapi_redirect.dll>` (for example, `C:\Inetpub`)

4. Add an `isapi` filter in the `website` properties:
   - `Name: Jakarta Redirector`
   - `Path: <Path_to_isapi_redirect.dll>`
     (for example, `C:\Inetpub\isapi_redirect.dll`)

5. Restart IIS and verify that the Jakarta filter works.

6. Launch Genesys Desktop.

End of procedure

Next Steps

• Tune your server to ensure that the Genesys Desktop application works properly. See "Server Tuning" on page 157.

Procedure:
Configuring IIS 6.0 on Windows for integration with Tomcat and Genesys Desktop

Purpose: To enable the Tomcat Web servlet engine to be integrated with IIS 6.0.

In addition to the IIS 5.0 steps, you must add Jakarta Redirector to the `Web Service Extension\` folder and validate it.

Prerequisites

• Install Genesys Desktop. See "Launching the System Installation" on page 126.
• Deploy Genesys Desktop. See "Types of Deployment" on page 128.
• Configuring IIS 5.0 on Windows for integration with Tomcat and Genesys Desktop, page 149

Warning!   If IIS is already running with JRun, it cannot be configured to run with Tomcat.

Start of procedure

1. Open the Internet Information Services (IIS) Manager.

2. Select the `Web Service Extension` folder of the appropriate computer.

3. Right-click `Web Service Extension` and select `New Web Service Extension`, to open the `New Web Service Extension` dialog box, as shown in Figure 14.
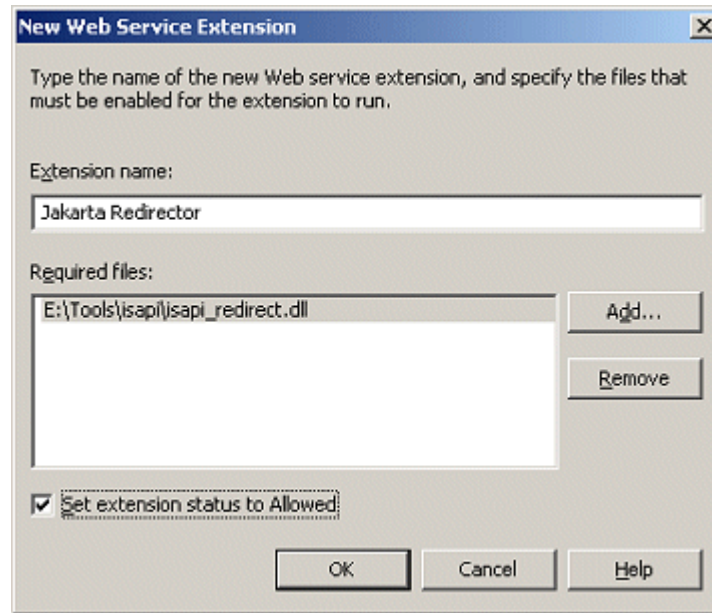
Figure 14: Web Service Extension configuration for IIS 6.0 and IIS 7.0

4. Enter an extension name.

5. Click `Add`.

6. Browse to select the folder in which the `isapi_redirect.dll` file is located, and click `Open`.

7. Click `OK`.

8. Select the `Set extension status to Allowed` check box.

9. Click `OK`.

End of procedure

Next Steps

• Tune your server to ensure that the Genesys Desktop application works properly. See "Server Tuning" on page 157.

Procedure:
Configuring IIS 7.0 or IIS 7.5 on Windows for integration with Tomcat and Genesys Desktop

Purpose: To enable the Tomcat Web servlet engine to be integrated with IIS 7.0 or 7.5.

Prerequisites

- Install Genesys Desktop. See "Launching the System Installation" on page 126.

- Deploy Genesys Desktop. See "Types of Deployment" on page 128.

Start of procedure

1. Copy the following files into a directory that is allocated to the IIS host (for example, `C:\Inetpub\`):
   - `isapi_redirect.dll` (located on the installation CD, in: `ThirdParty\Applications\tomcat\jk_apache_for_windows\binary\`)
   - `workers.properties`, `isapi_redirect.properties`, `rewrites.properties`, and `uriworkermap.properties` (located in the `conf\jk\` directory)

2. In the `isapi_redirect.properties` file:
   a. For the `log-file` variable, replace the placeholder `<fill-path-to>` with the IIS host path that you chose as the destination in Step 1.
   b. For the `worker_file` variable, replace the placeholder `<fill-path-to>\conf\jk\` with the path to the files that are specified in Step 1.
   c. For the `worker_mount_file` variable, replace the placeholder `<fill-path-to>\conf\` with the path to the files that are specified in Step 1.
   d. For the `rewrite_rule_file` variable, replace the placeholder `<fill-path-to>\conf\jk` in the files that are specified in Step 1.

3. Create a an application in the IIS management console and enter the following details:
   - `Name: jakarta`
   - `Real path: <Path_to_isapi_redirect.dll>` (for example, `C:\Inetpub`)

4. Add an `isapi` filter in the `website` properties:
   - `Name: Jakarta Redirector`
   - `Path: <Path_to_isapi_redirect.dll>` (for example, `C:\Inetpub\isapi_redirect.dll`)

5. From the *Internet Information Service (IIS) Manager* home page:
   a. Open the `ISAPI and CGI Restrictions` page.
   b. Click `Add`.
   c. Enter the path to the ISAPI filter that you entered at step 4, or use the "…" button to browse to the DLL.
   d. (Optional) Enter a description (for example: `Jakarta Redirector`).
   e. Select: `Allow extension path to execute`.
   f. Click `OK`.

6. From the *Internet Information Service (IIS) Manager* home page, or from the web site home page, or from the *jakarta* home page, do the following steps:

    a. Open the `Handler Mappings` page.

    b. Select the `ISAPI-dll` item.

    c. Select the `Edit Feature Permissions` action.

    d. Select the `Execute` checkbox.

    e. Click `OK`.

7. Stop the website from the web site home page.

8. Restart the server from the *Internet Information Service (IIS) Manager* home page.

9. Start the website from the web site home page.

10. Access Genesys Desktop through by using the following URL:
    `http://<host>/gdesktop/`

End of procedure

Next Steps

•   Tune your server to ensure that the Genesys Desktop application works properly. See "Server Tuning" on page 157.

IIS Performance Optimization

You can improve the performance of your IIS Server by tuning the way static pages are served, optimizing the use of the cache, and decreasing the use of bandwidth. This section also makes recommendations for clearing your browser cache and for ensuring the correctness of your configuration.

Serving Static Pages from IIS

The method outlined below enables you to serve static pages from IIS. This improves the speed of page serving to Genesys Desktop. To configure the Web server to serve static pages, make the following changes:

•   From the IIS management console (or the computer management console), create a virtual directory, including the following details (see Figure 15):

    ◆   `Name: gdesktop`

    ◆   `Real path: <TOMCAT installation>\webapps\gdesktop\`
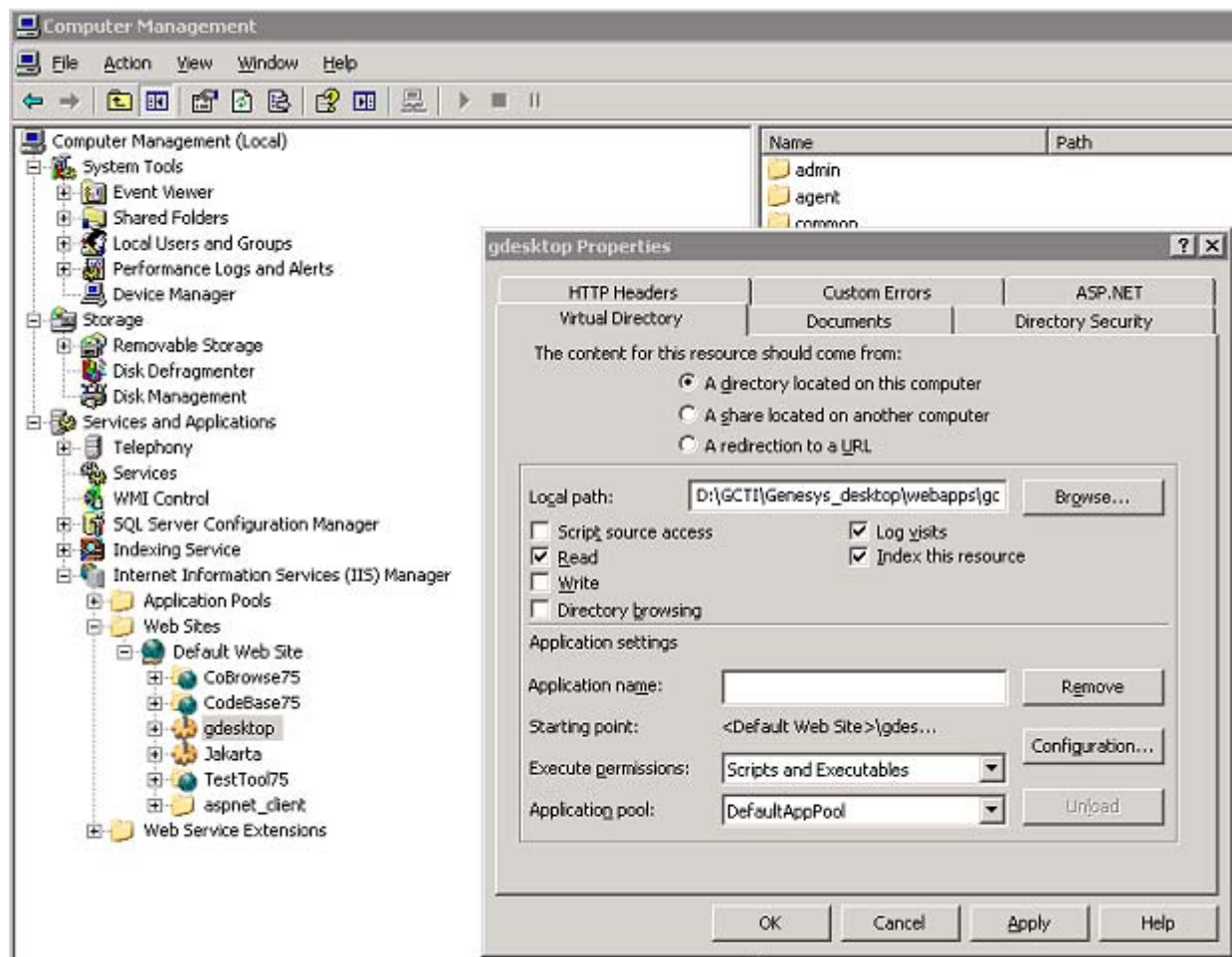
Figure 15: Settings for the Virtual Directory tab of the gdesktop Web Site Object Properties dialog box

> • Edit the `uriworkermap.properties` file as follows:
>
> ◆ Replace:
>   `/gdesktop=$(default.worker)`
>   `/gdesktop/*=$(default.worker)`
> ◆ With:
>   `/gdesktop/=$(default.worker)`
>   `/gdesktop/*.jsp=$(default.worker)`
>   `/gdesktop/*.do=$(default.worker)`
>   `/gdesktop/*.dow/*=$(default.worker)`

Optimizing Cache Usage

Before completing this optimization, ensure that you have created the virtual folder `gdesktop` (see "Serving Static Pages from IIS" on page 153).

From the IIS Management console (or the computer management console):

1. Choose to edit the properties of virtual directory gdesktop (see Figure 16).

2. Select the tab HTTP Headers.

3. Select the check box Enable content expiration.

4. Select an Expire after time, for example: 30 Days.

5. Click OK.
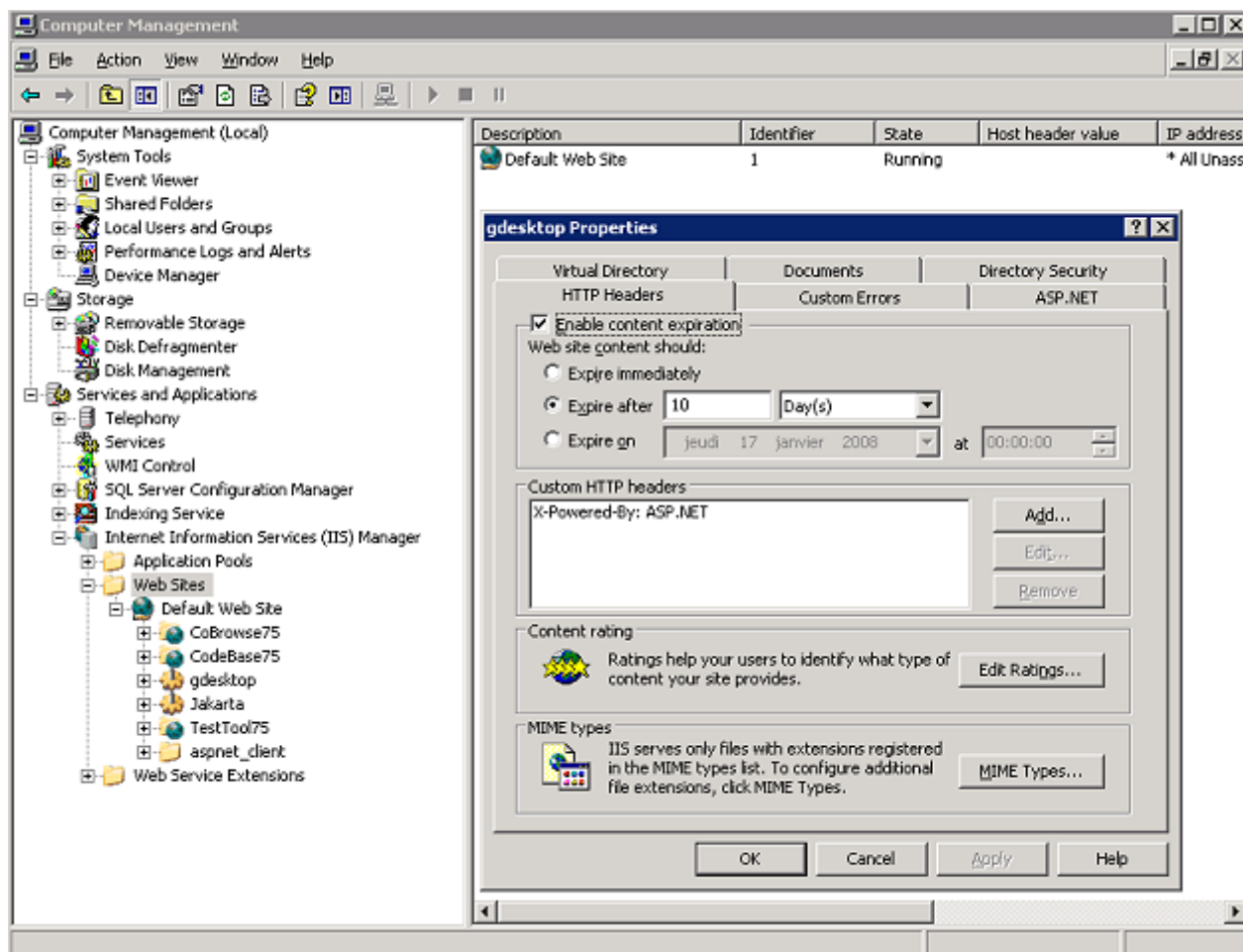
Figure 16: Settings for the HTTP Headers tab of the gdesktop Web Site Object Properties dialog box

Decreasing Bandwidth Usage

Employing HTTP compression dramatically decreases the network bandwidth used by Genesys Desktop. Before completing this optimization, ensure that you have created the virtual folder gdesktop (see Serving Static Pages from IIS, page 153).

From the IIS Management console (or the computer management console):

1. Choose to edit the properties of directory Web Sites (see Figure 17).

2. Select the Service tab.

3. Select the check box `Compress applications files.`

4. Select the check box `Compress static files.`

5. Click `OK`.
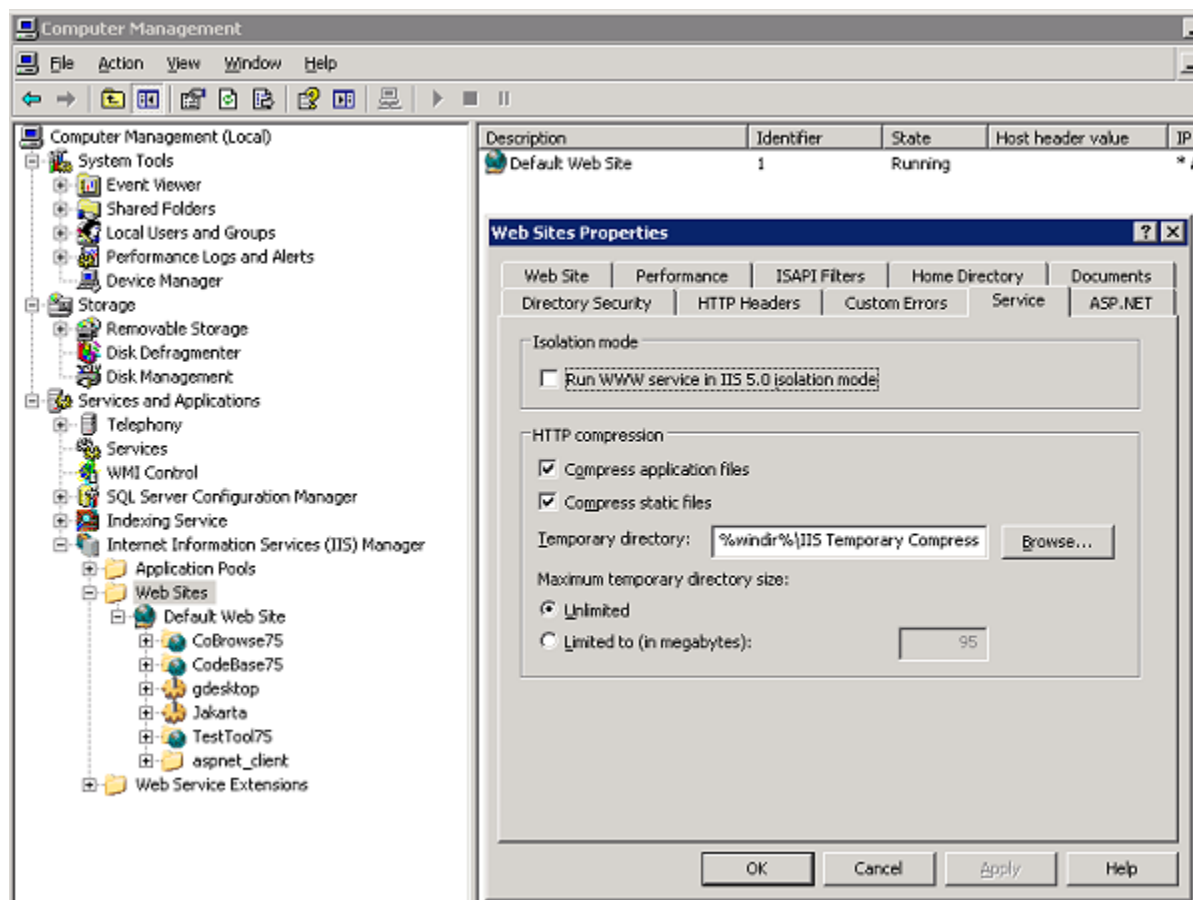
Figure 17: Settings for the Service tab of the gdesktop Web Site Object Properties dialog box

Integration with an HTTP Server: Apache and WebLogic

Use the following parameters and deployment recommendations if you want to install Genesys Desktop on a WebLogic server, using an Apache 2 server as your Web server.

Note: There is no connector between Apache 2 and Weblogic.

Procedure:
Integrating Genesys Desktop with a WebLogic and Apache 2 HTTP server

Purpose: To install Genesys Desktop on a WebLogic server, using an Apache 2 server as a Web server.

Prerequisites

- Install Genesys Desktop. See "Launching the System Installation" on page 126.

Start of procedure

1. Install the Genesys Desktop Web application as an `Exploded Web Application Module` on a WebLogic server. See "Deploying Genesys Desktop in WebLogic" on page 133 for detailed instructions about installing on a WebLogic server.

2. After you have deployed Genesys Desktop on a WebLogic server, install an Apache 2 Web server in front of the WebLogic server(s) that handle(s) Genesys Desktop Web application modules. The Web server is responsible for serving the requests for static resources, such as JavaScript files and images.

   For detailed installation instructions for the Apache HTTP Server plug-in for WebLogic, see the document *Installing and Configuring the Apache HTTP Server Plug-In*, which is available from the BEA Systems, Inc. website at the following location:

   `http://e-docs.bea.com/wls/docs81/plugins/apache.html`

End of procedure

Next Steps

- Tune your server to ensure that the Genesys Desktop application works properly. See "Server Tuning" on page 157.

Server Tuning

This section contains instructions to enable you to tune and/or optimize the performance of your server:

Apache Tuning on Windows and Solaris Platforms

To ensure that the Genesys Desktop application works properly, Genesys highly recommends a minor tuning of Apache. Open the `httpd.conf` file (the default location is in `Files/Apache/conf/`) and update or add the sections and keys listed below by operating system and HTTP server:

On Windows for Apache 2 or Apache 2.2

Note: For WebLogic, only Apache 2 is supported.

```
MaxKeepAliveRequests 0
KeepAlive On
KeepAliveTimeOut 15

<IfModule mpm_winnt.c>
ThreadsPerChild 1000
MaxRequestsPerChild  0
</IfModule>
```

On Solaris for Apache 2.2

```
KeepAlive On
KeepAliveTimeOut 15
MaxKeepAliveRequests 0
ServerLimit      400

<IfModule prefork.c>
StartServers         5
MinSpareServers      5
MaxSpareServers     10
MaxClients         400
ServerLimit        400
MaxRequestsPerChild  0
</IfModule>

<IfModule worker.c>
StartServers         2
MaxClients        1000
MinSpareThreads     25
MaxSpareThreads     75
ThreadsPerChild     25
```

```
MaxRequestsPerChild  0
</IfModule>

<IfModule perchild.c>
NumServers          5
StartThreads        5
MinSpareThreads     5
MaxSpareThreads     10
MaxThreadsPerChild  20
MaxRequestsPerChild  0
</IfModule>
```

Note: The Genesys Desktop application uses a minimum of one thread per connected agent, and a mean of 1.5 threads.

Apache Performance Optimization

You can improve the performance of your Apache Server by tuning the way it which it serves static pages, optimizing the use of the cache, and decreasing the use of bandwidth. This section also makes recommendations for clearing your browser cache and for ensuring the correctness of your configuration.

Serving Static Pages from Apache

The method that is outlined in "Apache Tuning on Windows and Solaris Platforms" on page 158, enables you to serve static pages from Apache 2.2. This improves the speed of page serving to Genesys Desktop.

Optimizing Cache Usage

Before you complete this optimization, ensure that you have configured Apache to serve static pages (see Configuring Apache to serve static pages instead of Tomcat, page 147).

Add the section of Apache configuration code that is listed here to the httpd.conf file. This forces Internet Explorer to rely on the cache, so that it does not send as many confirmation requests for each customer interaction.

```
#---------------------------------------------
# Configure Apache to extend expiration time
# of static elements
#---------------------------------------------
LoadModule expires_module modules/mod_expires.so

ExpiresActive On
ExpiresDefault "access plus 12 hours"
ExpiresByType image/gif "access plus 1 month"
ExpiresByType image/jpeg "access plus 1 month"
```

```
ExpiresByType image/png "access plus 1 month"
ExpiresByType text/css "access plus 1 month"
ExpiresByType text/javascript "access plus 1 month"
ExpiresByType application/x-javascript "access plus 1 month"
```

Note: Ensure that `mod_expires.so` module is present in your Apache modules distribution.

Decreasing Bandwidth Usage

Before completing this optimization, ensure that you have configured Apache to serve static pages (see Configuring Apache to serve static pages instead of Tomcat, page 147).

Add the section of Apache configuration code that is listed here to the `httpd.conf` file. This dramatically decreases the network bandwidth that is used by Genesys Desktop by employing HTTP compression.

```
#-----------------------------------------------
# Basic Configuration Apache to compress text elements
#-----------------------------------------------
LoadModule deflate_module modules/mod_deflate.so
<IfModule mod_deflate.c>
AddOutputFilterByType DEFLATE text/html text/plain text/xml text/javascript application
   /x-javascript
</IfModule>
```

Note: Ensure that `mod_deflate.so` module is present in your Apache modules distribution. On UNIX systems, you may have to follow advanced compilation procedures.

Miscellaneous Recommendations

Browser cache clean-up

After you have completed the tuning steps in the three sections above, clear the cache of your Internet Explorer browser. This enables you to take advantage of the expire time settings.

Every time that you upgrade your release of Genesys Desktop Server, you must clear the browser cache on each workstation that uses the Genesys Desktop application. This ensures that all cached resources with an expire time do not prevent the browser from refreshing static content which has changed in the most recent Genesys Desktop release.

Tomcat Tuning

In the `<installation path>/conf/server.xml` file, verify the following entries:

```
<!-- Define an AJP 1.3 Connector on port 8009 -->
<Connector port="8009"
maxThreads="1000"
minSpareThreads="100"
maxSpareThreads="150"
enableLookups="false"
redirectPort="8443"
debug="0"
protocol="AJP/1.3"/>
```

WebLogic Tuning

Use the following procedures to specify the parameters and settings necessary to install Genesys Desktop on a WebLogic server.

- Configuring Web Module Descriptors, page 161
- Configuring Execute Queues, page 162

Procedure:
Configuring Web Module Descriptors

Purpose: To modify some of the default options set in Web Module Descriptor according to Genesys recommendations.

Prerequisites

- Deploying Genesys Desktop in WebLogic, page 133.

Start of procedure

1. From the WebLogic directory tree, select `[Your Domain]` > `Deployments` > `Web Application Modules` > `[Your Genesys Desktop web application]`.

2. This opens a view of your Web module.

3. Select the `Configuration` tab. Select the `Descriptor` sub-tab. Edit the options to conform to those in Table 21.

Table 21: Genesys Desktop recommended values for the WebLogic Descriptor options

Option Name	Default Value	Recommended Value
Servlet Reload Check	1 second	-1
JSPPage Check	1 second	-1

Note: New values take effect immediately.

4. Click `Apply` to update the new parameters to the server.

End of procedure

Next Steps

- Configure the Execute Queues. See Configuring Execute Queues, page 162.

Procedure:
Configuring Execute Queues

Purpose: To modify some default options set in the server configuration according to Genesys recommendations.

Prerequisites

- Configure the Web Module Descriptors according to Genesys recommendations. See Configuring Web Module Descriptors, page 161

Start of procedure

1. From the WebLogic directory tree, select `[Your Domain]` › `Servers` › `[Your server name]`. This opens a view of the specified server.

2. Select the `Configuration` tab.

3. From the `Configuration` tab, select the `General` sub-tab.

4. Under `Advanced Options`, select the `Show` hyperlink.

5. Select the `Configure Execute Queues` hyperlink.

6. Select the hyperlink that corresponds to the execute queue that you want to configure.

By default your server contains a single execute queue:

```
WebLogic.kernel.Default
```

The execute queue that handles the requests coming from the Genesys Desktop clients must have enough threads to handle concurrent requests.

Genesys Desktop requires an average of 1.5 threads per concurrent user; however, to optimize performance, assign 2 threads per concurrent user.

7. You should also tune the WebLogic queue that is responsible for handling Genesys Desktop requests as defined in Table 22. The queue can be the *default queue* or a *dedicated queue*.

Table 22: Configuration of Execute Queue WebLogic.kernel.Default for 200 concurrent agents

Option Name	Default Value	Recommended Value
Thread Count	25	400
Threads Maximum	400	400

Note: New values are taken into account when you restart the server.

Your Genesys Desktop is now ready to work in WebLogic and Apache.

End of procedure

Java Virtual Machine Tuning

Before you start the server in production mode, Genesys recommends that you tune the Java Virtual Machine (JVM) as outlined in the following sub-sections.

Note: To support a large number of supervisors, Genesys recommends that you raise the maximum memory (`Xmx` or `Maximum Heap Size` in the following subsections) from 512 MB to 1024 MB.

SUN JVM Tuning for Tomcat

Before you start the server in production mode, Genesys recommends that you tune the Java Virtual Machine (JVM) by editing the `JAVA_HEAP` environment variable in the following file(s), as appropriate for your operating system and startup method:

• Windows, started from a shortcut (console mode): `setclasspath.bat`.

• Windows, started as a service: `setini.bat`.

- Solaris or Linux (console mode): `setclasspath.sh`.

Edit this variable by adding the following switches, as appropriate for your hardware environment:

- Simple, single-processor box started in console mode:
  `-server -Xms256M -Xmx512m`

- Simple, single-processor box, started as a Windows service:
  `-Xms256M -Xmx512m`

- Multi-processor box started in console mode:
  `-server -Xms256M -Xmx512m -XX:+UseConcMarkSweepGC -XX:+UseParNewGC`

- Multi-processor box, started as a Windows service:
  `-Xms256M -Xmx512m -XX:+UseConcMarkSweepGC -XX:+UseParNewGC`

JVM Tuning for WebSphere

Before you start the server in production mode, Genesys recommends that you tune the Java Virtual Machine (JVM) by editing the `JAVA_HEAP` environment variable from the WebSphere Administration Console as follows:

Select **Application Servers > [AppServer name] > Process Definition > Java Virtual Machine**, and then do the following:

- Set the `Initial Heap Size` field (`minimum memory`) to `256`.

- Set the `Maximum Heap Size` field (`maximum memory`) to `512`.

- On Solaris, with Sun JVM, in the `Generic JVM arguments` fields, add:
  - Simple, single-processor box:
    `-server`
  - Multi-processor box:
    `-server -XX:+UseConcMarkSweepGC -XX:+UseParNewGC`

JVM Tuning for WebLogic

Before you start the server in production mode, Genesys recommends that you tune the Java Virtual Machine (JVM) by configuring the Remote Start options on the WebLogic administration page:

Go to the `Remote Start` tab of your server (see Step 4 of the procedure Configuring a WebLogic deployment, page 135). In the `Arguments` box, enter the following JVM options:

- On AIX
  `-Xms256M -Xmx512m`

- On Solaris, with a simple, single-processor box:
  `-server -Xms256M -Xmx512m`

- On Solaris, with a multi-processor box:
  `-server -XX:+UseConcMarkSweepGC -XX:+UseParNewGC`

Verifying that Configuration is Properly Executed

When you have finished tuning your server on Apache or IIS, employ the following procedure to verify that the configuration is properly executed (see Verifying that the configuration is properly executed).

Procedure:
Verifying that the configuration is properly executed

Purpose: To verify that Apache or IIS is working as expected after server tuning.

Prerequisites

- Apply tuning to the Apache/IIS configuration. See "Apache Performance Optimization" on page 159 or "IIS Performance Optimization" on page 153.

Start of procedure
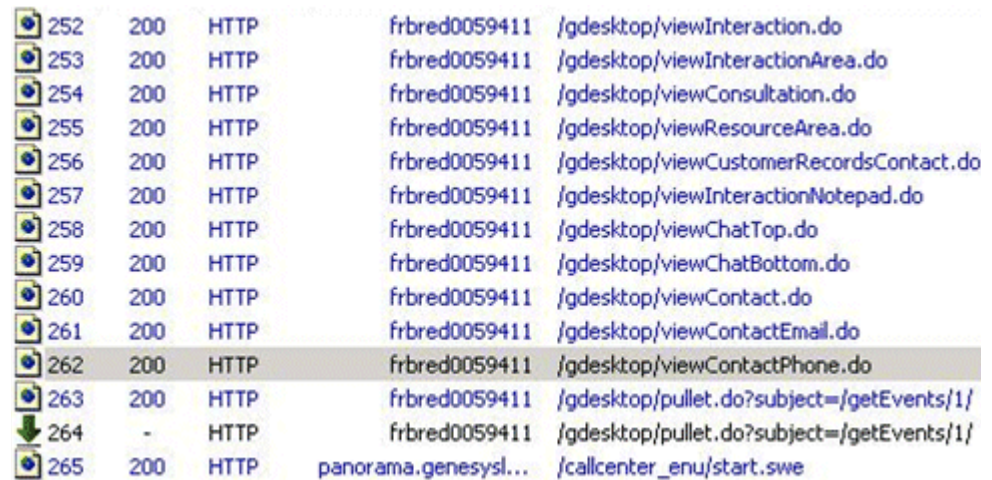
1. Install and use a tool, such as Fiddler, that can be downloaded for free at: `http://www.fiddlertool.com/Fiddler/version.asp`.

   Fiddler, and other HTTP Debugging Proxy tools, log all HTTP traffic between your computer and your server. These applications enable you to inspect all HTTP Traffic, set breakpoints, and so on.

2. Start your HTTP Debugging Proxy tool on the client machine.

3. Login an agent, set status to `Ready`, and accept an incoming interaction.

   Note: You may want to send an interaction to the agent from another agent rather than accepting an interaction from a contact.

4. If you are using Fiddler, start Fiddler capture from the `File` menu and ensure that `Capture Traffic` is selected. If it is not checked, then select it.

5. Accept a second interaction.

6. On the left side of the Fiddler window, the pane should look like Figure 18. If you see only `.do` file requests and no `.gif` or `.js` file requests, then you know that the `mod_expire` command is working correctly (when the `mod_expire` command is working correctly, only `.do` file requests appear here).

	252	200	HTTP	frbred0059411	/gdesktop/viewInteraction.do
	253	200	HTTP	frbred0059411	/gdesktop/viewInteractionArea.do
	254	200	HTTP	frbred0059411	/gdesktop/viewConsultation.do
	255	200	HTTP	frbred0059411	/gdesktop/viewResourceArea.do
	256	200	HTTP	frbred0059411	/gdesktop/viewCustomerRecordsContact.do
	257	200	HTTP	frbred0059411	/gdesktop/viewInteractionNotepad.do
	258	200	HTTP	frbred0059411	/gdesktop/viewChatTop.do
	259	200	HTTP	frbred0059411	/gdesktop/viewChatBottom.do
	260	200	HTTP	frbred0059411	/gdesktop/viewContact.do
	261	200	HTTP	frbred0059411	/gdesktop/viewContactEmail.do
	262	200	HTTP	frbred0059411	/gdesktop/viewContactPhone.do
	263	200	HTTP	frbred0059411	/gdesktop/pullet.do?subject=/getEvents/1/
	264	-	HTTP	frbred0059411	/gdesktop/pullet.do?subject=/getEvents/1/
	265	200	HTTP	panorama.genesysl...	/callcenter_enu/start.swe

Figure 18: Left side of the Fiddler window during a normal chat session

The right side of the Fiddler window should look like Figure 19. If each `.do` file request that you select on the left pane shows that the `Content-Encoding` is of type `gzip`, then the `mod_deflate` command is working correctly (when the `Accept-Encoding` and `Content-Encoding` parameters are of type `gzip`, the content is compressed).
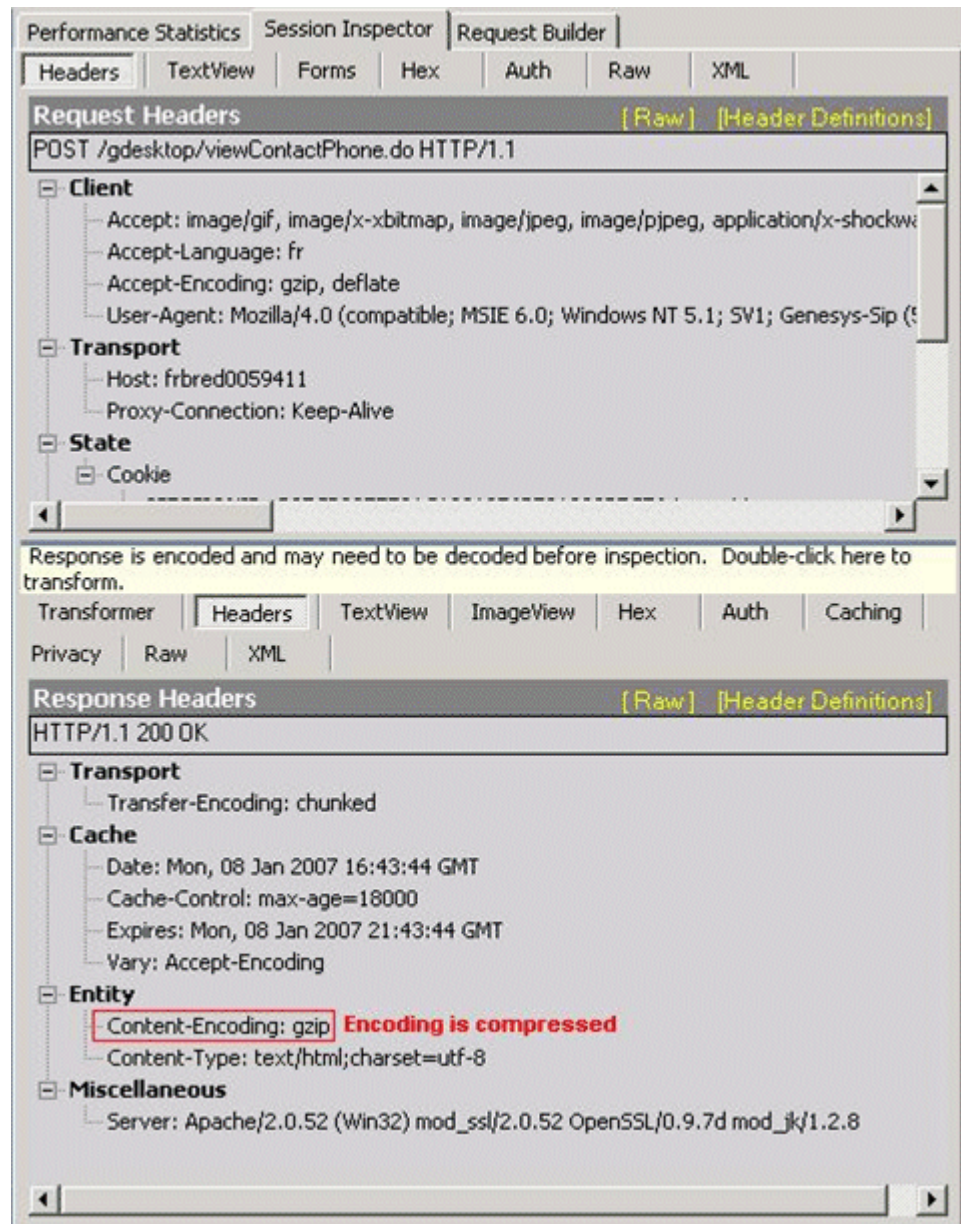
Figure 19: Right side of the Fiddler window during a normal chat session

End of procedure

Next Steps

• If you are operating a load balancing configuration, see "Load Balancing"
  on page 168.

Load Balancing

Introduction

Brief Description

The purpose of this section is to present different solutions for load balancing on redundant server configurations, to achieve higher performance of the Genesys Desktop application.

Many different load-balancing technologies exist. This section describes the two most commonly used software solutions:

- Windows Network Load Balancing (NLB) (for Windows only)
- Apache 2 with mod_jk module (for Windows, Solaris, and Linux)

It also introduces a third solution:

- IBM SecureWay Network Dispatcher (for Windows/Solaris, AIX, and Linux)

Some Definitions

- *Clustering*—The use of a group of independent servers (cluster servers) managed as a single system, to achieve higher availability, easier manageability, and greater scalability.
- *Load Balancing*—A technique that allows the performance of a server-based program (such as a Web server) to be scaled by distributing client requests across multiple servers within the cluster.
- *Dispatcher*—A front-end system that receives all incoming connections, and then either handles them itself, or farms them out to other servers in the network or in the cluster.
- *Session affinity*—All of the requests that are within a same web session are served by the same cluster server.

Windows Network Load Balancing

Brief Description

An *n* node-cluster works as a single virtual server, to handle network traffic. Each node runs its own copy of the server with Network Load Balancing (NLB). NLB uses load balancing to balance the work between the *n* nodes.
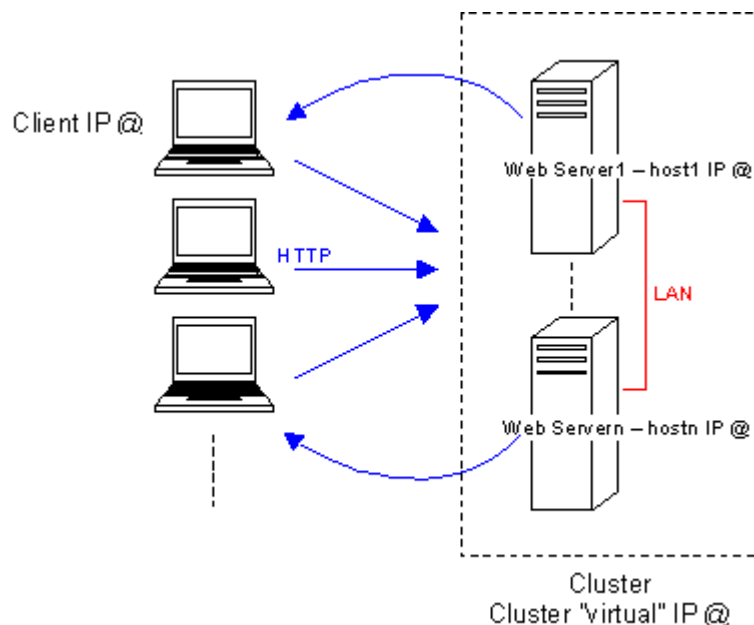
Figure 20: Cluster load balancing

NLB load balances incoming TCP/IP traffic (such as HTTP requests) across all of the hosts in a cluster, to scale performance.

Running a copy of the server program on each load-balanced host (one Genesys Desktop instance per host) enables the load to be partitioned among them in any manner an administrator chooses. NLB transparently distributes the client requests among the hosts, and lets the clients access the cluster using one or more "virtual" IP addresses. In this way, from the perspective of the clients, the cluster operates like a single server. Up to 32 hosts may operate in each cluster, and hosts may be transparently added to a cluster to handle increased load.

The theoretical limit of a node in NLB is 31, which means that we are limited to about 10,000–12,000 agents per NLB unit.

Procedure:
Configuring the Windows Load Balancing Service

Purpose: To configure the Windows Network Load Balancing (NLB) properties for Genesys Desktop.
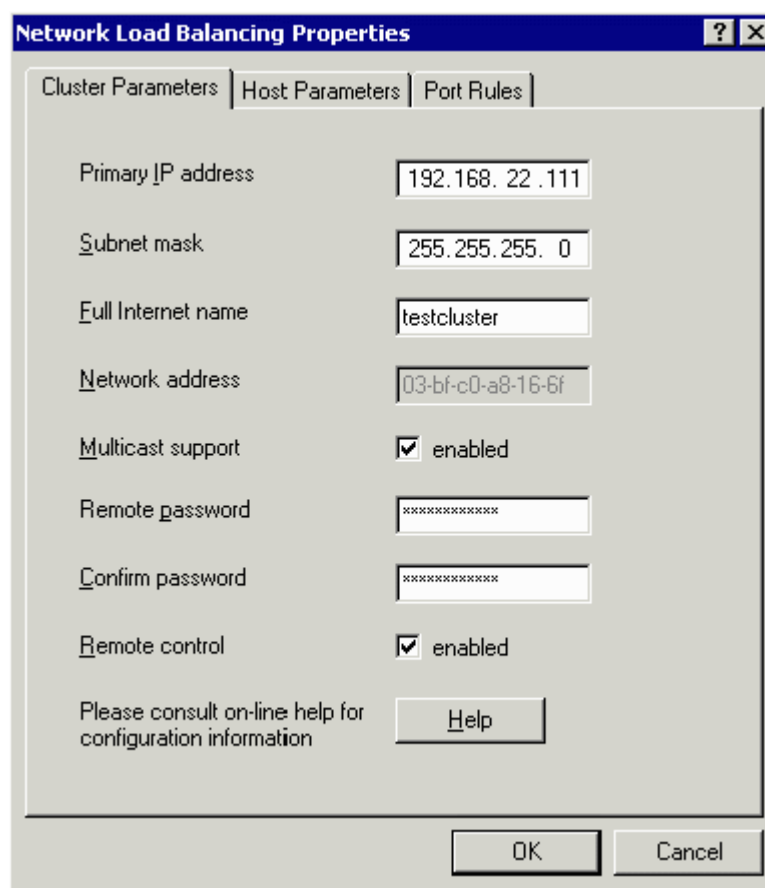
Start of procedure

1. Click `Properties`.

2. Define the properties for the network balancing cluster for every NLB host (see Figure 21).

   Note: These must have the same IP address and MAC address.

Figure 21: Network load balancing configuration

3. Configure the host properties of the NLB, as indicated in Figure 22.
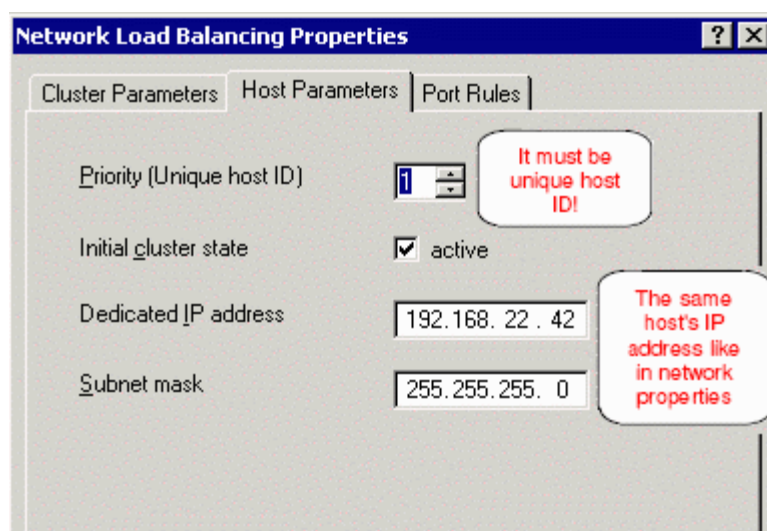
Figure 22: Properties of the NLB Host

4. Configure the NLB Port Rules, as shown in Figure 23.
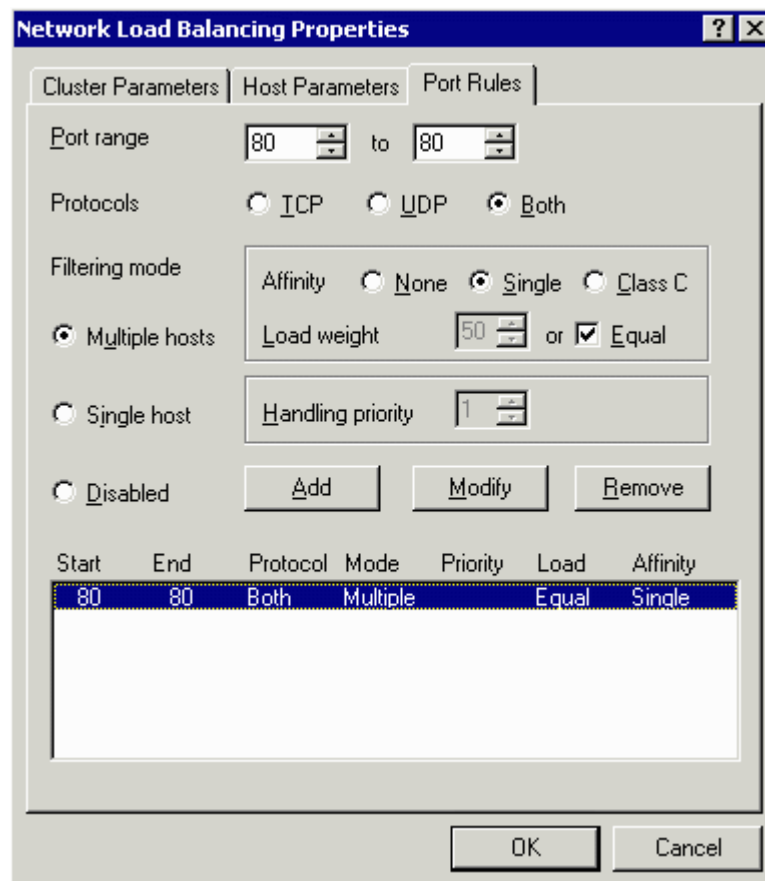
Figure 23: NLB Port Rules

End of procedure

Useful Links:

*   `http://www.microsoft.com/technet/prodtechnol/windowsserver2003/`
    `technologies/clustering/nlbfaq.mspx`
*   `http://www.microsoft.com/applicationcenter/`

Apache 2 with mod_jk Module

Brief Description

Apache Server delegates the servicing of JSP and servlet requests to multiple
Tomcat servers, as shown in Figure 24.
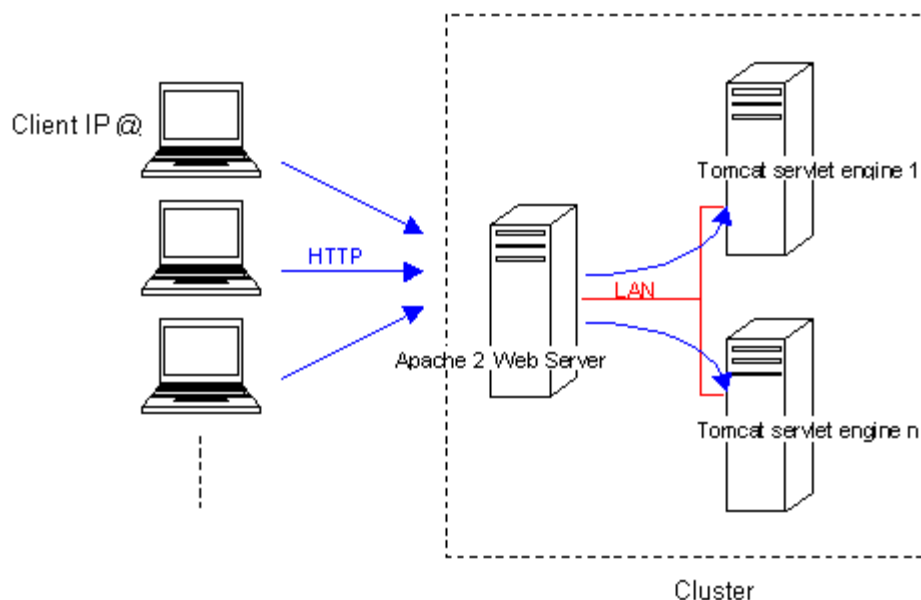
Figure 24: Apache 2 Web Server delegates servicing

Note: Apache and Tomcat(s) servers can be located on the same hardware.

In the Windows and Solaris installation packages, Genesys Desktop is shipped embedded into a Tomcat server. Customers generally use an Apache Web Server in front of the Genesys Desktop.

Apache 2.2 is a standards-compliant, fast, and mature Web server that excels at delivering static content such as static HTML pages and images. The Tomcat Web Server excels at serving Java Server Pages (JSP) and servlets, but Apache delivers static content faster.

To build a fast, scalable Web application, the requirements call for an Apache server that delegates the servicing of JSP and servlet requests to multiple Tomcat servers by using the Apache mod_jk module. This module performs load balancing with session affinity, also known as "sticky" sessions.

This section describes how to tune Apache and Tomcat to achieve a powerful load-balancing mechanism.

Configuration

Configuring Apache Capacity

Edit the Apache Server configuration file `httpd.conf`, which is located in the `usr/local/apache2/conf/` subdirectory.

With Apache 1, the amount of possible processing is limited. The values of the `ThreadsPerChild` and `MaxClients` options are limited to `1024` threads, so it is

impossible to serve more simultaneous connected Genesys Desktop Agents than with a single Tomcat server.

This limitation does not exist in Apache 2. Modify the following values:

For Windows:
```
<IfModule mpm_winnt.c>
ThreadLimit 5000 (can be set up to 15000)
ThreadsPerChild 5000 (can be set up to ThreadLimit)
MaxRequestsPerChild 0
</IfModule>
```

For Solaris:
```
<IfModule prefork.c>
ServerLimit 5000 (can be set up to 20000)
MaxClients 5000 (can be set up to ServerLimit)
MaxRequestsPerChild 0
</IfModule>
```

Procedure:
Configuring Apache load balancing

Purpose: To configure Apache 2.2 to achieve maximum load balancing.

Prerequisites

- Install Apache 2.2. See Installing Apache 2.2 on Windows or Solaris for integration with Genesys Desktop, page 144

Start of procedure

1. At the end of the `httpd.conf` file, specify a path to `mod_jk.conf`:
```
include "<path to Apache 2>\conf\mod_jk.conf"
```

2. In the `mod_jk.conf` file, enter the following:
```
LoadModule jk_module modules/mod_jk.so

<IfModule mod_jk.c>

JkWorkersFile "<path to Apache 2>/conf/workers.properties"
JkLogFile  logs/jk.log
JkLogLevel error

JkMount /gdesktop/* loadbalancer
JkMount /gdesktop/ loadbalancer
JkMount /gdesktop loadbalancer

</IfModule>
```

3. Create a file that is called `workers.properties`, and place it in the following directory:

`/usr/local/apache2/conf/`

The `workers.properties` file tells Apache about the various Tomcat servers that are running, and on which port (AJP13 connector) they are listening.

```
#
# workers.properties
#

# In Unix, we use forward slashes:
ps=/

# list the workers by name

worker.list=loadbalancer
# -----------------------
# First tomcat server
# -----------------------
worker.tomcat1.port=port#1
worker.tomcat1.host=tomcat1host
worker.tomcat1.type=ajp13

# Specify that we want operating system to send KEEP-ALIVE signal on
the connection.
worker.tomcat1.socket_keepalive=1
#
# Specifies the load balance factor when used with
# a load balancing worker.
# Note:
#  ----> lbfactor must be > 0
#  ----> Low lbfactor means less work done by the worker.
worker.tomcat1.lbfactor=1
# -----------------------
# n'th tomcat server
# -----------------------
worker.tomcatn.port=port#n
worker.tomcatn.host=tomcatnhost
worker.tomcatn.type=ajp13

# Specify that we want operating system to send KEEP-ALIVE signal on
the connection
worker.tomcatn.socket_keepalive=1
```

```
#
# Specifies the load balance factor when used with
# a load balancing worker.
# Note:
#  ----> lbfactor must be > 0
#  ----> Low lbfactor means less work done by the worker.
worker.tomcatn.lbfactor=1



# -----------------------
# Load Balancer worker
# -----------------------


#
# The loadbalancer (type lb) worker performs weighted round-robin
# load balancing with sticky sessions.
# Note:
#  ----> If a worker dies, the load balancer will check its state
#        once in a while. Until then all work is redirected to peer
#        worker.
worker.loadbalancer.type=lb
worker.loadbalancer.balance_workers=tomcat1, ·, tomcatn


#
# END workers.properties
#
```

End of procedure

Configure the Capacity of the Tomcat Servers

Genesys Desktop servers can handle a maximum number of simultaneously connected agents by specifying the following in conf/server.xml:

```
<Connector port="8009" maxThreads="1000" minSpareThreads="100"
maxSpareThreads="150" enableLookups="false" redirectPort="8443"
debug="0" protocol="AJP/1.3"/>
```

Procedure:
Configuring the Tomcat Servers for Load Balancing

Purpose: To configure Genesys Desktop servers to handle a maximum number of simultaneously connected agents.

Prerequisites

- Install Genesys Desktop, see "Launching the System Installation" on page 126.
- Deploy Genesys Desktop, see "Types of Deployment" on page 128.

Start of procedure

1. Modify the `conf/server.xml` file by adding a unique `jvmRoute` to the Catalina engine:

    a. Near line 100, replace:
    ```
    <Engine name="Catalina" defaultHost="localhost">
    ```
    With:
    ```
    <Engine name="Catalina" defaultHost="localhost"
    jvmRoute="tomcat1">
    ```

    b. For `tomcatn`, enter `jvmRoute="tomcatn"`.

2. Change the shutdown port:

    a. At line 13, if Tomcat servers are running on the same computer, you must assign a different port number to each Tomcat server:
    ```
    port="8005"
    ```
    With:
    ```
    port="shutdownport#1"
    ```

    b. For the other `"tomcatn"` servers, replace port `"8005"` with `"shutdownport#n"`.

3. Change the http port:

    a. At line 77, if Tomcat servers are running on the same machine, you must assign a different port number to each Tomcat server:
    ```
    port="8080"
    ```
    With:
    ```
    port="httpport#1"
    ```

    b. For the other `tomcatn` servers, replace `port="8005"` with `port="httpport#1"`.

4. Change the AJP1.3 port:

    a. At line 103, in the `AJP 1.3` connector definition, replace:
    ```
    port="8009"
    ```
    With:
    ```
    port="port#1"
    ```

    b. For the other `"tomcatn"` servers, replace port `"8009"` with `"port#n"`.

> **Note:** These ports can also be set or changed during the installation of Genesys Desktop, if you use the Web Application Deployment with Tomcat installation mode. See page 128.

End of procedure

Useful Links

- `http://jakarta.apache.org/tomcat/tomcat-6.0-doc/balancer-howto.html`
- `http://raibledesigns.com/tomcat/`

IBM SecureWay Network Dispatcher

Brief Description

IBM SecureWay Network Dispatcher (ND) is installed on a dedicated front-end server and balances traffic among your *n* servers through a unique combination of load-balancing and management software, as shown Figure 25.
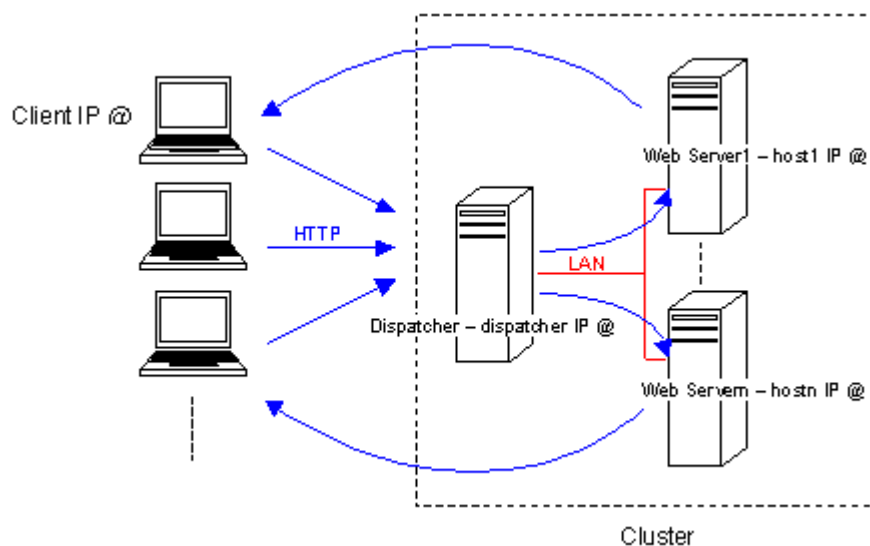
Figure 25: IBM SecureWay Network Dispatcher

Useful Links

- `http://www.redbooks.ibm.com/Redbooks.nsf/0/720d98cfa1a26f04852567e0006` `116f6?OpenDocument`

Conclusion

To conclude with load balancing, Table 23 summarizes the pros and cons of each solution described in this section.

Table 23: Features of each Load-Balancing solution

	Windows NLB	**IBM SecureWay ND**	**Apache**
Additional Software to purchase	No (shipped with Windows Server 2003 Advanced Server)	Yes (part of WebSphere Performance Pack)	No (Free)
Additional coding	No	No	No
Complexity	Easy	Complex	Easy
Dispatcher	No	Yes	Yes
Number of hosts	1 per server	1 for Dispatcher + 1 per server	1 box can host Apache and several Genesys Desktops
Supported OS	Windows	Windows/Solaris/AIX	Windows/Solaris/Linux
Application failure detection	No (only host failure)	Yes	Yes
Affinity	Client IP @	Sticky port/Cookie/API	Session ID
Load-balancing based on	Individual server weight	Individual server weight / Configurable scenarios	Individual server weight

6

Administrative Tool for Genesys Desktop

This chapter describes how to use the Genesys Desktop 7.6 Administrative Tool. The Administrative Tool is a Web page that the Genesys Desktop system administrator can use for customer support.

This chapter contains the following sections:

Launching the Administrative Tool

Before You Begin

Make sure that the Tomcat server is launched. For details about launching Tomcat, see "Deploying Genesys Desktop as a Web application deployment with Tomcat" on page 128.

Procedure:
Launching the Genesys Desktop Administrative Tool

Purpose: To access the Genesys Desktop Administrative Tool `Login` window in order to administer customer and agent logs, lists, and other properties.

From this page, you can access individual Administrative Tool features by clicking the links. To return to this main Administrative Tool page, click the `home` icon at the bottom left of other pages.

Prerequisites

- Configure Genesys Desktop. See Chapter 4 on page 75.
- Install and deploy Genesys Desktop, see Chapter 5 on page 123.

Start of procedure

1. Open Internet Explorer and enter the following path name in the Address bar:

   `http://<Host name>:<Host port>/gdesktop/admin/`

   The `Login` window appears.

2. To log in, enter the `person ID` listed in the `Persons` folder of Configuration Manager that belongs to the actual tenant that is running Genesys Desktop Server, and has `Security\Adminstrator=1` rights, along with the corresponding password.

3. Click `OK` to open the `Genesys Desktop Administrative Tool` Web page, as shown in Figure 26.

End of procedure

Next Steps

- Click the links in the tool to use the administrative features. See "Features of the Genesys Desktop Administrative Tool" on page 183.

Figure 26: Administrative Tool web page

Features of the Genesys Desktop Administrative Tool

This section describes all of the features that you can access from the Administrative Tool main page. It shows you how to:

- Retrieve all logs (see "Retrieve All Logs" on page 184).

- Retrieve advanced logs (see "Retrieve Advanced Logs" on page 184).

- List all agents (see "List of All Agents" on page 185).

- Check system status (see "System Status" on page 186).

- View the browsers audit (see "Browsers Audit" on page 188).

- Check Java Server Pages (JSP) files (see "Check JSP Files" on page 189).

- List all application images (see "Generating Images List" on page 190).

- Check the custom file syntax (see "Customization Status" on page 191).

- Check the `extension` folder (see "Extension Status" on page 192).

- Check the `interceptor` folder (see "Interceptor Status" on page 193).

- View the online help (see "Genesys Desktop Help" on page 195).

Retrieve All Logs

The Retrieve All Logs feature enables you to view all log traces that are present in the server, as shown in .
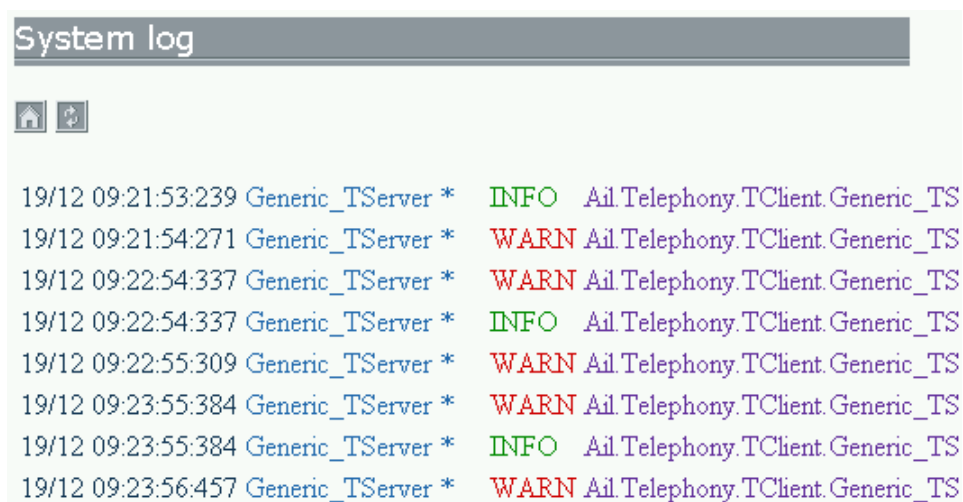
Figure 27: Genesys Desktop Retrieve All Logs display

Traces are listed by day, month, hour, and level (indicated in different colors according to their level: debug, info, warn, or fatal). You must use the filter option in the log section to configure the number of lines and the level of trace (see "Genesys Desktop Configuration Options" on).

Retrieve Advanced Logs

The Retrieve Advanced Logs feature enables you to display traces that are related to Agent objects (Person, DN, Place, and Interaction), as shown in . For example, if you select DN and then click Display, you get traces for this DN.
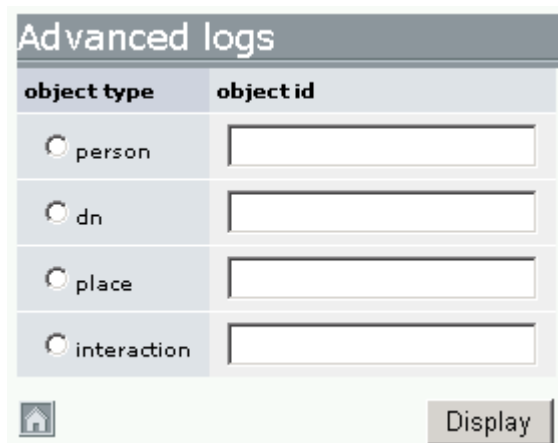
Figure 28: Genesys Desktop Advanced Logs—DN display

List of All Agents

The List of All Agents feature enables you to view all agents that are logged in to Genesys Desktop, as shown in Figure 29.

Figure 29: Genesys Desktop List of All Agents display

If you click the `Agent Id` link, the `Agent's properties` page appears, as shown in Figure 30.

Figure 30: Genesys Desktop Agent's Properties display

To display the available actions on the DN, click the links that are listed under `DN ID`, as shown in Figure 31.

Figure 31: Genesys Desktop Available Actions on DN display

To display contact information, click the `Contact` link on the
`Agent's Properties` page, as shown in Figure 32.

Properties on contact: 00002a046051000S

Property	Value	Description
PHONENUMBER	64518-63017	
LASTNAME	polymere	
FIRSTNAME	presupposition	
EMAILADDRESS	presupposition.polymere@egression.org	
TITLE	M	

Figure 32: Genesys Desktop Contact Information display

System Status

The System Status feature, as shown in Figure 33, enables you to:

•   Verify the current server status by listing all connections.

•   Monitor memory usage.

•   Verify the active threads of the system.

This page displays a Java thread dump that contains the actual execution
stacks, if the version of the JDK is at least 1.5.

Figure 33: Genesys Desktop System Status display

You can check the amount of available memory (`Free Memory`) and the total amount of memory that is allocated to the process (`Total Memory`). You can release unused memory and update the amount of free memory by clicking `Garbage Collector`. The active threads of the system are displayed by name (see Figure 34).

Active Threads Stack Trace

main [State]
```
java.net.PlainSocketImpl.socketAccept(PlainSocketImpl.java)
java.net.PlainSocketImpl.accept(PlainSocketImpl.java:384)
java.net.ServerSocket.implAccept(ServerSocket.java:450)
java.net.ServerSocket.accept(ServerSocket.java:421)
org.apache.catalina.core.StandardServer.await(StandardServer.java:389)
org.apache.catalina.startup.Catalina.await(Catalina.java:647)
org.apache.catalina.startup.Catalina.start(Catalina.java:607)
sun.reflect.NativeMethodAccessorImpl.invoke0(NativeMethodAccessorImpl.java)
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.ja
java.lang.reflect.Method.invoke(Method.java:585)
org.apache.catalina.startup.Bootstrap.start(Bootstrap.java:288)
org.apache.catalina.startup.Bootstrap.main(Bootstrap.java:413)
sun.reflect.NativeMethodAccessorImpl.invoke0(NativeMethodAccessorImpl.java)
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.ja
java.lang.reflect.Method.invoke(Method.java:585)
com.genesyslab.uadthin.bootstrap.BootStrap.go(BootStrap.java:118)
com.genesyslab.uadthin.bootstrap.BootStrap.process(BootStrap.java:37)
com.genesyslab.uadthin.bootstrap.BootStrap.main(BootStrap.java:139)
```

QueuedExecutorTimer [State]
```
java.lang.Object.wait(Object.java)
java.util.TimerThread.mainLoop(Timer.java:509)
java.util.TimerThread.run(Timer.java:462)
```

ContainerBackgroundProcessor[StandardEngine[Catalina]] [State]
```
java.lang.Thread.sleep(Thread.java)
 org.apache.catalina.core.ContainerBase$ContainerBackgroundProcessor.run
(ContainerBase.java:1579)
java.lang.Thread.run(Thread.java:595)
```

http-8090-Acceptor-0 [State]
```
java.net.PlainSocketImpl.socketAccept(PlainSocketImpl.java)
java.net.PlainSocketImpl.accept(PlainSocketImpl.java:384)
```

Figure 34: Sample System Status active thread dumps

Browsers Audit

The Browsers Audit feature enables you to check the availability of the network with respect to agent average response time (see Figure 35).

Agent average response time, in milliseconds, is represented in a graph.

If you click `Start Audit` and continue clicking it, additional graphs appear directly below the first one, enabling you to compare the average response time per agent.
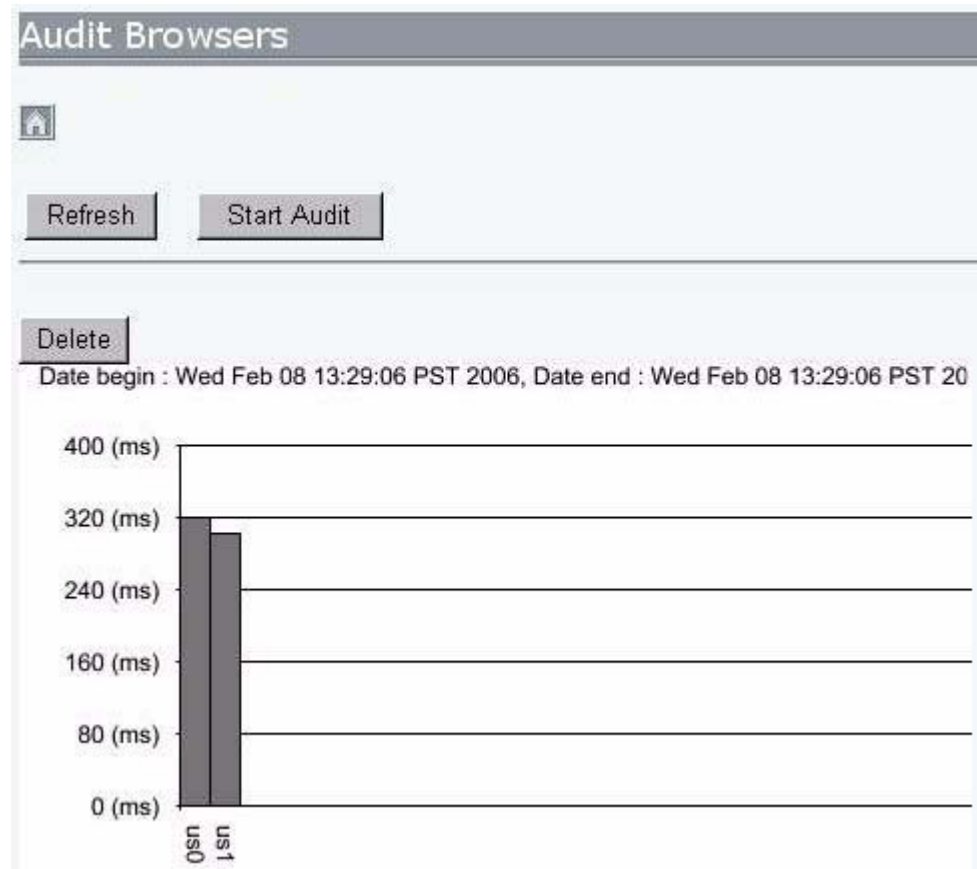
Figure 35: Genesys Desktop Browser Audit display

To delete a specific graph, click Delete next to that graph, and then click
Refresh to refresh the view.

Check JSP Files

The Check JSP Files feature reduces the amount of time that an agent has to
wait before Genesys Desktop is displayed. It accomplishes this by compiling
Java Server Pages (JSP). This improves performance and enables you to
readily verify that your installation is properly set up.

Click Check JSP Files to compile. When the compilation is complete, the report page appears, as shown in Figure 36.

File	Compile
common\wait.jsp	true
common\database-out-of-service.jsp	true
common\not-found.jsp	true
common\close-panel-central.jsp	true
common\message.jsp	true
common\log.jsp	true
common\logo.jsp	true
common\empty.jsp	true
js\agent\gui\uadstatisticbar.jsp	true
js\agent\util\workbinsmanager.jsp	true
js\agent\util\speeddialingkeyscontainer.jsp	true
js\agent\util\redialingkeyscontainer.jsp	true
js\agent\util\log.jsp	true

Figure 36: JSP Files Compilation Status display

If each JSP in the compilation does not appear with a compile status of true, contact Genesys Technical Support.

Genesys recommends running this feature immediately after you install Genesys Desktop, and before any agent has logged in for the first time.

Note: Compilation can take a long time and can use a lot of CPU server capacity.

Warning! Run the compilation only when all agents are logged out.

Generating Images List

The Generating Images List feature generates a list of application images in Genesys Desktop.

Click `Generate Images` to compile this list of application images. When the compilation is complete, the report page appears, as shown in Figure 37.

Generate Images

🏠

Application images

Locale	Name	Attributes
en	tmp/images_en/common/btnnog.png	{key=common
en	tmp/images_en/common/btnyesg.png	{key=common
en	tmp/images_en/common/btncloseg.png	{key=common
en	tmp/images_en/spellcheck/btnoptionsg.png	{key=spellchec
en	tmp/images_en/spellcheck/btnoptionss.png	{key=spellchec
en	tmp/images_en/spellcheck/btnignoreall120g.png	{key=spellchec
en	tmp/images_en/spellcheck/btnignoreall120s.png	{key=spellchec
en	tmp/images_en/spellcheck/btnignore120g.png	{key=spellchec
en	tmp/images_en/spellcheck/btnignore120s.png	{key=spellchec
en	tmp/images_en/spellcheck/btncheck120g.png	{key=spellchec
en	tmp/images_en/spellcheck/btncheck120s.png	{key=spellchec

Figure 37: Generated Images List display

Customization Status

The Customization Status feature, as shown in Figure 38, enables you to verify the accuracy of custom file syntax.

Note: To deploy your customized Genesys Desktop application, see the *Genesys Desktop 7.6 Developer's Guide*.

If you check the `custom.xml` file status, you might have several messages displayed on the `Customization Status` page—for example:

* `Status: Custom file name: No Custom file defined in web.`
  If you want to install a custom file, see the *Genesys Desktop 7.6 Developer's Guide.*

* `Status: No error detected. No custom file syntax error.`
  If you have modified this file, restart Genesys Desktop Server.

* `Status: Failed...`, with a description of the error and its location in the custom file.

Figure 38: Genesys Desktop Customization Status display

Procedure:
Resolving Genesys Desktop Administrative Tool Customization Status errors

Purpose: To resolve Customization Status error messages while administering your Genesys Desktop customization.

Start of procedure

1. To find the `custom.xml` file and correct its syntax, see Chapter 2 of the *Genesys Desktop 7.6 Developer's Guide.*

2. Correct the syntax in `custom.xml`, and then click `Check again` on the `Customization Status` page.

3. Restart the Genesys Desktop Server when `Status: No error detected` is displayed.

End of procedure

Extension Status

The Extension Status feature, as shown in , enables you to verify the location of the `extension` folder.

Note: Refer to the *Genesys Desktop 7.6 Developer's Guide* for more information about the `extension` folder.

If you check the `extension` folder status, you might have several messages displayed on the `Extension Status` page—for example:

- `Status: Extension folder name: No extension folder defined in web.` If you want to create an `extension` folder, see the *Genesys Desktop 7.6 Developer's Guide.*

- `Status: No error detected. No extension folder syntax error.`
  If you have modified this folder, restart Genesys Desktop Server.

- `Status: Failed...`, with a description of the error and its location in the `extension` folder.
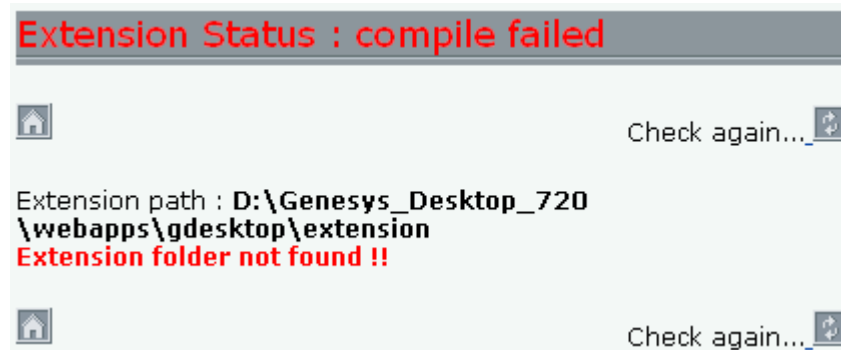
Figure 39: Genesys Desktop Extension Status display

Procedure:
Resolving Genesys Desktop Administrative Tool Extension Status errors

Purpose: To resolve Extension Status error messages while you administer your Genesys Desktop `extensions` folder.

Start of procedure

1. To find the `interaction.xml` file and correct its syntax, see Chapter 3 of the *Genesys Desktop 7.6 Developer's Guide*.

2. Correct the path to the `extension` folder, and then click `Check again` on the `Extension Status` page.

3. Restart the Genesys Desktop Server when `Status: No error detected` is displayed.

End of procedure

Interceptor Status

The Interceptor Status feature, as shown in Figure 40, enables you to verify the location of the `interceptor` folder.

Note: Refer to the *Genesys Desktop 7.6 Developer's Guide* for more information about the `interceptor` folder.

If you check the `interceptor` folder status, you might have several messages displayed on the `Interceptor Status` page—for example:

- `Status: Interceptor folder name: No interceptor folder defined in web.`
  If you want to create an `interceptor` folder, see the *Genesys Desktop 7.6 Developer's Guide.*

- `Status: No error detected. No interceptor folder syntax error.`
  If you have modified this folder, restart Genesys Desktop Server.

- `Status: Failed...`, with a description of the error and its location in the `extension` folder.
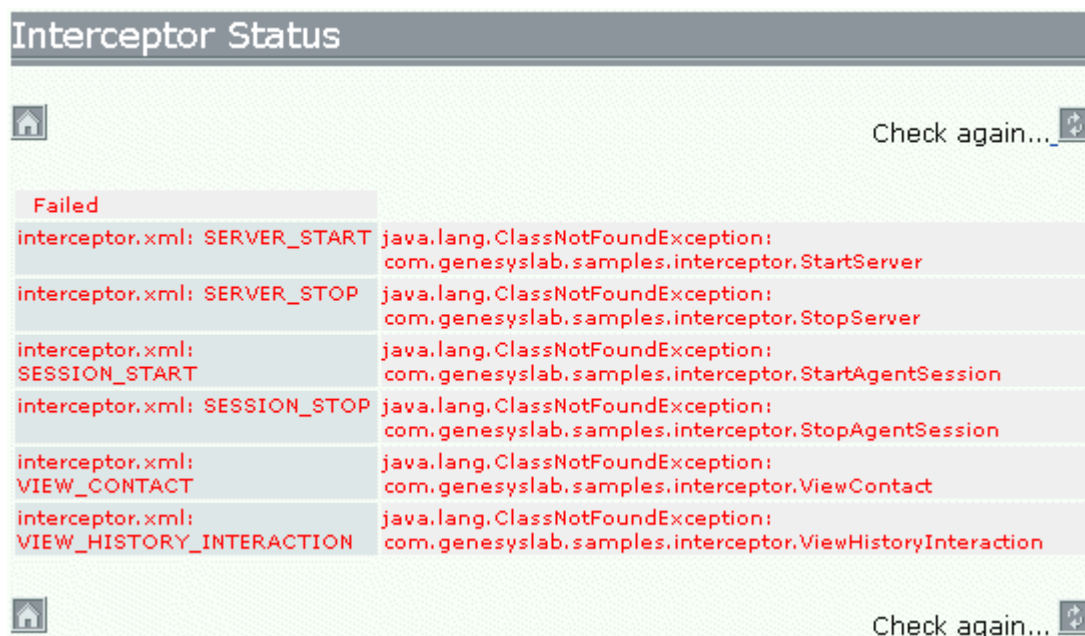
Figure 40: Genesys Desktop Interceptor Status display

Procedure:
Resolving Genesys Desktop Administrative Tool Interceptor Status errors

Purpose: To resolve Interceptor Status error messages while you administer your Genesys Desktop `interceptor` folder.

Start of procedure

1. To find the `interceptor.xml` file and correct its syntax, see Chapter 4 of the *Genesys Desktop 7.6 Developer's Guide*.

2. Correct the path to the `interceptor` folder, and then click `Check again` on the `Interceptor Status` page.

3. Restart the Genesys Desktop Server when the `Status: No error detected` message is displayed.

End of procedure

Genesys Desktop Help

The Genesys Desktop Help feature opens the Genesys Desktop online help. The initial page is displayed in Figure 41.
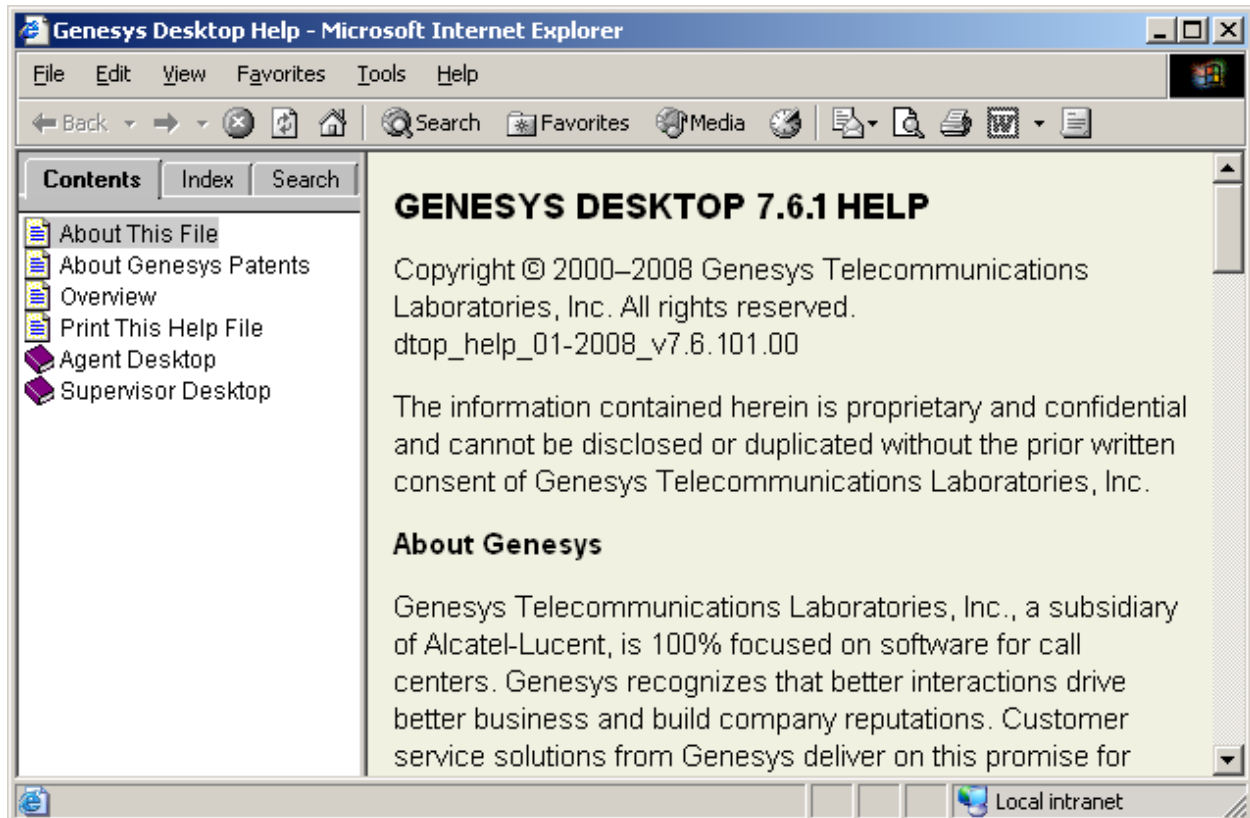
Figure 41: Genesys Desktop Online Help page

![Genesys logo]

Appendix

A Genesys Desktop Configuration Option Reference

This appendix contains the tables of configuration options that are required to complete the configuration procedures that are detailed in Chapter 4 on page 75.

This appendix includes the following sections:

Genesys Desktop Configuration Options

The following subsections list the `Sections` on the `Annex` tab of the Genesys Desktop `application` object that have options that you can configure. See "Options Tab" on page 83 in the procedure Configuring each tab in the New Application [host:port] Properties dialog box, page 82, for information on how to configure Genesys Desktop `application` object options.

Table 24: Configuration settings available in the Options tab of the Genesys Desktop Application Object Properties dialog box

Genesys Desktop Configuration Sections		
accessibility	auto-suggest	callback
chat	co-browse	contact
default	disposition-code	email
instant-messaging	intercommunication	kworker
license	loading	log
mime-type-image	multimedia	network
open-media	outbound	personalization
push-video	resources	security
security-banner	signature	sms
sms-bundle	statistic	style
spell-check-options	style-appearance-large	style-appearance-medium
style-appearance-small	supervisor	voice
webcallback	workbin	
Person Annex Option Sections		
personalization	security	

Use the following subsections as a guide to viewing or changing Genesys Desktop options (see Configuring each tab in the New Application [host:port] Properties dialog box, page 82).

Note: Changes to the options in the `Licence` and `Style` sections take effect at server restart. Changes to the options in the other sections take effect immediately.

List Based Options

Some Genesys Desktop configuration options specify long lists of items such as user name and some string of related information that might exceed the 255 character limit that is imposed by earlier versions of Configuration Server. Starting with release 7.6.4, Genesys Desktop extends the naming convention of

list-based options to include an incremental suffix so that you can specify multiple options that have the same name, but are distinguished by the suffix. The suffixes must be numbered sequentially to be taken as a group. For example:

```
email-out-from-hidden-addresses=myAddress8@domain.fr,myAddress9@domain.fr
email-out-from-hidden-addresses-ext-1=myAddress10@domain.fr,myAddress11@domain.fr
email-out-from-hidden-addresses-ext-2=myAddress11@domain.fr,myAddress12@domain.fr
email-out-from-hidden-addresses-ext-3=myAddress13@domain.fr,myAddress14@domain.fr
email-out-from-hidden-addresses-ext-5=myAddress15@domain.fr,myAddress16@domain.fr
```

In this example, a list of e-mail addresses is specified by the `email-out-from-hidden-address` option. To extend this option to include additonal adddresses, the following suffix was added to the option name: `-ext-<n>`, where n represents a sequential incremental value. The option that has the `-ext-5` suffix is disregarded because the fourth incremental value was skipped.

accessibility

Note: All of the `accessibility` options can be overwritten at the Agent level.

agent-state-change-bell

Default Value: ""
Valid Values: `<name of the sound file>`

The name of the sound file that is to be played when an agent state changes.
Changes take effect: at the next agent session.

interaction-state-change-bell

Default Value: ""
Valid Values: `<name of the sound file>`

The name of the sound file that is to be played when an interaction state changes.
Changes take effect: at the next agent session.

screen-reader-mode

Default Value: `false`
Valid Values: `true, false`

Activates the accessible mode and changes the appearance of several panels.
Changes take effect: at the next panel refresh/display.

warning-message-bell

Default Value: ""
Valid Values: `<name of the sound file>`

The name of the sound file that is to be played for warning messages.
Changes take effect: at the next agent session.

auto-suggest

display-disapprove

Default Value: `true`
Valid Values: `true, false`

Show or hide the check box used to let agent mark suggestions in the `Auto Suggest` tab as disapproved. If set to `true`, the check box is displayed.
Changes take effect: at the next panel refresh/display.

displayed-columns

Default Value: `CategoryName, CategoryPath, Relevancy, Approved`
Valid Values: `<Comma separated value list of one or more strings contained in this list: CategoryName, CategoryPath, Relevancy, Approved>`

List of the columns taht are displayed in the auto-suggest view. The order in the list is determines the order in the Auto Suggest tab. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

callback

preview-bell

Default Value: `""`
Valid Values: `<specific wav file name>, ""`

Specifies the sound that is played when there is a new preview interaction in the navigation bar. The sound is stored in a `wav` file that resides in the following location: `<installation-path>\webapps\gdesktop\common\sound\` .
Changes take effect: at the next agent session.

show-on-preview

Default Value: `false`
Valid Values: `true, false`

Opens the application when a preview interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

chat

agent-wait-interval

Default Value: `10`
Valid Values: `<any positive integer>`

Specifies the number of seconds that must elapse before the `Agent Wait Time` icon progresses to the next level.

Changes take effect: at the next interaction.

auto-answer

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, the agent does not have to click the `Answer` button to answer a chat message.
Changes take effect: at the next interaction.

auto-open

Default Value: `false`
Valid Values: `true, false`

Enables the agent to open a ringing interaction automatically without sending the `answer` request. The agent can preview the interaction details before deciding to accept the interaction. The agent must click the batch icon to accept the interaction.

If the value is set to `true`, the agent can preview interactions without accepting them. Interactions are opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to accept the interaction.

If the value is set to `false`, interactions are not opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to open the interaction, and in doing so, the agent also accepts the interaction.
Changes take effect: at the next agent session.

auto-spell-check

Default Value: `false`
Valid Values: `true, false`

Specifies whether the text of a chat session is automatically spell-checked. If set to `true`, text is spell-checked. Supported languages are: U.S. English, British English, French, German, Spanish, Italian, Finnish, Dutch, Brazilian Portuguese, Portuguese, Swedish, Norwegian Bokmal, and Danish.
Changes take effect: immediately.

customer-wait-interval

Default Value: `5`
Valid Values: `<Any positive integer>`

Specifies the number of seconds that must elapse before the `Customer Wait Time` icon progresses to the next level.
Changes take effect: at the next interaction.

display-mode

Default Value: `1`

Valid Values: `0`, `1`, or `2`

Enables you to select the display mode for the chat transcript from among three styles (refer to the style section for information on how to customize colors). Changes take effect: at the next panel refresh/display.

navigation-bar-label

Default Value: `""`
Valid Value: String that contains field codes: `<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData ("attached_data_name")>`

Displays predefined data in the navigation bar.

If the value of the option is set to an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

new-message-bell

Default Value: `""`
Valid Values: `<specific wav file name>`, `""`

Specifies the sound played when a chat session is updated by one of the chat members. The sound is stored in a `wav` file, that resides in the following location:

`<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

nickname-format

Default Value: `<Agent.UserName>`
Valid Values: String containing these field codes: `<Agent.FirstName>`, `<Agent.LastName>`, `<Agent.FullName>`, `<Agent.UserName>`, `<Agent.EmployeeId>`, `<Agent.Nickname>`

Defines the format of the agent's alias in the chat script window.
Changes take effect: at the next interaction.

ringing-bell

Default Value: `""`
Valid Values: `<specific wav file name>`, `""`

Specifies the sound that is played when a chat interaction is flashing in the navigation bar. The sound is stored in a `wav` file that resides in the following location: `<installation-path>\webapps\gdesktop\common\sound\`.
Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`

Valid Values: -1, 0, ⟨any positive integer⟩

Configures the minimum duration of the chat ringing bell. A wav file is played for the time specified, even if the call is answered before the duration is reached. The wav file is played, even if the chat is configured in auto-answer mode.

The value -1 indicates that there is no minimum time; the wav file is stopped as soon as the call is answered. The value 0 disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell, in milliseconds.
Changes take effect: at the next agent session.

share-link-enabled

Default Value: true
Valid Values: true, false

If this option is set to true, the share link (push URL) operation is enabled; agents can push a web page to a contact during a chat interaction.
Changes take effect: After agent/application refresh.
Changes take effect: at the next panel refresh/display.

show-message-treat-as-system

Default Value: false
Valid Values: true, false

If set to false, "typing" notifications that are received from Chat Server are not displayed in the chat transcript. If set to true, "typing" notifications that are received from Chat Server are displayed in the chat transcript, so that the agent knows when the other party is entering text. Applies to Multimedia 7.6.1 only.
Changes take effect: at the next panel refresh/display.

show-on-new-message

Default Value: false
Valid Values: true, false

Opens the application window when the agent receives a chat message from a customer.
Changes take effect: at the next agent session.

show-on-ringing

Default Value: false
Valid Values: true, false

Opens the application when a ringing interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

typing-timeout

Default Value: 10

Valid Values: `<any positive integer>`

Specifies (in seconds) the time that the `Typing` message is displayed to the other party in a chat if the agent stops pressing keys (typing a response). If the agent pauses typing, the other party still sees the `Typing` message for the specified period.
Changes take effect: at the next agent session.

co-browse

co-browse-account

Default Value: `Default`
Valid Values: <any>

Specifies the iChannel name that is declared in the KANA Response Live collaboration server configuration. This option is case sensitive.
Changes take effect: at the next interaction.

co-browse-client-name

Default Value: `agent`
Valid Values: `<any string>`

Used as a prefix in the agent identifier in the co-browse session. It is a global identifier that is visible to the contact who is connected on your corporate website.
Changes take effect: at the next agent session.

co-browse-server

Default Value: `""`
Valid Values: `<any co-browsing server hostname>`

Specifies the host of the Co-Browsing server. This is used as the default value to connect to the Co-Browsing server if no Co-Browsing server alias is defined in Configuration Server.
Changes take effect: at the next agent session.

contact

default-tab

Default Value: `directory`
Valid Values: `directory, find`

Specifies the tab that is selected when the `Contact` panel opens.
Changes take effect: at the next panel refresh/display.

delete-contact-enabled

Default Value: `true`
Valid Values: `true, false`

If this option is set to `true`, the delete contact operation is enabled for all agents.

Note: This setting can be overridden at the agent level.

Changes take effect: at the next panel refresh/display.

directory-displayed-columns

Default Value: `LastName, FirstName, EmailAddress, PhoneNumber`
Valid Values: A comma-separated list of contact metadata (see page 83) attribute names. The metadata must be of type `sortable` and of type `string`.

Specifies the list of contact attributes that is displayed as column headings in the contact list search result set of the `Find` tab or on the `Directory` tab. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

directory-search-attributes

Default Value: `LastName, FirstName, EmailAddress, PhoneNumber`
Valid Value: A comma-separated list of contact metadata (see page 83) attribute names. The metadata must be of type `searchable`.

Specifies the list of contact attributes that can be used by agents in search requests when running a basic or an advanced search from the `Find` tab. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

directory-search-types

Default Value: `begins-with, contains, is`
Valid Value: A comma separated list of items from the following list: `begins-with, contains, is`

Specifies the list of search operators that are available to an agent to search the contact database from the `Find` tab. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Using the `contains` search type can have an impact on system performance.

---

displayed-attributes

Default Value: `Title, FirstName, LastName, EmailAddress, PhoneNumber`
Valid Values: A comma-separated list of contact metadata (see page 83) attribute names.

Specifies the list of contact attributes that is displayed in the detail view of the `Contact` tab. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

email-address-control-attributes

Default Value: `EmailAddress`
Valid Values: A comma-separated list of contact metadata (see) attribute names.

Specifies the list of contact attributes in the `Contact` tab that are to be checked for proper e-mail address format (RFC 822). You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: immediately.

enable-displayname-of-predefined-attributes

Default Value: `false`
Valid Values: `true, false`

Enables the display of the attribute value display names, such as `Title`, in combo boxes. If this option is set to `true`, the contact attributes with declared enumerated values are displayed by using the attribute value display name, not the attribute value name.

This is a backward-compatibility option.
Changes take effect: at the next panel refresh/display.

Notes: Applies to any case where the attribute value display name is used to store data in Universal Contact Server (UCS).

If set to `true`, searches using this attribute are not accurate.

history-tree-expanded

Default Value: `true`
Valid Values: `true, false`

Specifies whether the `Contact history` tree is displayed as open (`true`) or collapsed (`false`) when the `Contact` panel is open.
Changes take effect: at the next panel refresh/display.

last-routed-agent

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, Genesys Desktop stores information in the Universal Contact Server (UCS) about the agent who handled interactions with this contact. This information can then be used to route subsequent interactions from this contact.

Refer to the Multimedia and Routing documentation for more information about this feature.
Changes take effect: at the next interaction.

last-routed-agent-by-media

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, Genesys Desktop stores information in the Universal Contact Server about the agent who handled interactions with this contact. This information is stored by media type. Therefore, there can be a `last-routed-agent` for the e-mail channel and a `last-routed-agent` for the voice channel. This information can be used to route subsequent interactions from this contact.

Refer to the Multimedia and Routing documentation for more information about this feature.
Changes take effect: at the next interaction.

max-rows

Default Value: `50`
Valid Values: `<any positive integer>`

Specifies the maximum number of rows that are displayed per page in the `Contact` panel.
Changes take effect: at the next panel refresh/display.

merge-contact-enabled

Default Value: `true`
Valid Values: `true, false`

If this option is set to `true`, the merge contact operation is enabled for all agents.
Changes take effect: at the next panel refresh/display.

Note: This setting can be overridden at the agent level.

merge-reason-contact-attribute

Default Value: `""`
Valid Value: Any Business Attribute name

Specifies the Business Attribute that is used to declare the merge reasons that is proposed to an agent during the contact merge operation.
Changes take effect: at the next panel refresh/display.

merge-this-interaction-enabled

Default Value: `true`
Valid Values: `true, false`

If this option is set to `true`, the merge-this operation (also called change contact) is enabled for all agents.
Changes take effect: at the next panel refresh/display.

Note: This setting can be overridden at the agent level.

---

multiple-values-attributes

Default Value: `EmailAddress, PhoneNumber`
Valid Value: A comma-separated list of contact metadata (see page 83) attribute names

Specifies the list of contact attributes that can have multiple values for a single contact. For example, a contact may have provided your company with both a work phone number and a home phone number. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

read-only-attributes

Default Value:`""`
Valid Value: A comma-separated list of contact metadata (see page 83) attribute names

Specifies the list of contact attributes that cannot be modified (read-only) by the agent if they are displayed in the detail view of the `Contact` tab. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

undo-merge-contact-enabled

Default Value: `true`
Valid Values: `true, false`

If this option is set to `true`, the undo merge contact operation is enabled for all agents.
Changes take effect: at the next panel refresh/display.

Note: This setting can be overwritten at the agent level.

---

unique-value-attributes

Default Value: `EmailAddress`
Valid Values: A comma-separated list of contact metadata (see page 83) attribute names

Specifies the list of contact attributes for which there cannot be duplicate values within the whole list of contacts. You can use an incremental suffix to

extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: immediately.

default

agent-display-name-format

Default Value: `<Agent.UserName>`
Valid Value: String that contains the following field codes:
`<Agent.FirstName>`, `<Agent.LastName>`, `<Agent.FullName>`,
`<Agent.UserName>`, `<Agent.EmployeeId>`, `<Agent.Nickname>`

Defines the format of agent identification wherever it is displayed in the Genesys Agent Desktop—for example: contact history, contact merge details, and so on.
Changes take effect: at the next panel refresh/display.

custom-data-values-attribute

Default value: `InteractionCustomProperties`
Valid values: `<any valid name of a Business Attribute>`

Description: The name of the Business Attribute that contains the attribute values that are used to populate the Custom Data list. If this option is blank, the Custom Data tab is not activated.
Changes take effect: at the next panel refresh/display.

desktop-title

Default value: `<Product.Name> - <Agent.UserName>`
Valid values: String that contains the following field codes: `<Agent.UserName>`,
`<Agent.FirstName>`, `<Agent.LastName>`, `<Agent.EmployeeId>`,
`<Agent.Nickname>`, `<Agent.FullName>`, `<Application.Name>`, `<Product.Name>`

Description: Defines the title that is displayed on the top of the desktop interface.
Changes take effect: at the next agent session.

login-title

Default value: `<Product.Name>`
Valid values: String that contains the following field codes:
`<Application.Name>`, `<Product.Name>`

Description: Defines the title that is displayed on login pages.
Changes take effect: at the next agent session.

locale

Default Value: `""`
Valid Values: `en_AU`, `es_ES`, and so on

Determines the date order (month/day/
year, day/month/year, and so on) that is displayed on-screen.

If this option is left empty, all of the dates that are displayed in Genesys Desktop are based on the locale of the browser that is used by the agent (the locale that is configured in the regional settings of the agent's computer).

If this option is defined, it overrides the regional settings of the browser.

For further details about regional date settings, see the following resources:

ISO 639: `http://www.w3c.org/WAI/ER/IG/ert/iso639.htm`

ISO 3166: `http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html`
Changes take effect: at the next agent session.

navigation-bar-label

Default Value: ""
Valid Value: String that contains the following field codes:
`<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData("attached_data_name")>`

Displays predefined data in the navigation bar.

If the value of the option is not defined in the `e-mail`, `chat`, `open-media`, `webcallback`, `sms`, `instant-messaging`, or `voice` sections, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

notepad-timestamp-format

Default Value: `<Agent.FullName>`
Valid Values: String that contains the following field codes:
`<Agent.FirstName>`, `<Agent.LastName>`, `<Agent.FullName>`, `<Agent.UserName>`, `<Agent.EmployeeId>`, `<Agent.Nickname>`

Defines the format for timestamps within the notepad. Includes some data about the agent.
Changes take effect: immediately.

personal-dictionary-storage

Default Value: `contextual`
Valid Values:

`ucs`	The dictionary source is Universal Contact Server (UCS).
`annex`	The dictionary source is the agent's annex in the Configuration Layer.
`contextual`	The dictionary source is UCS, if Genesys Desktop has a connection to UCS; otherwise the source is the agent's annex in the Configuration Layer.

Specifies the location of the agent's personal dictionary.
Changes take effect: at the next agent session.

phone-number-expression

Default Value: `\D?(\d{3})\D?\D?(\d{3})\D?(\d{4})`

Valid Values: Any valid regular expression that identifies a telephone number format. The regular expression is used to identify telephone numbers that are part of a Chat or IM transcript. The default is a regular expression that identifies the U.S. format for a telephone number with area code. Consult a regular expression library that defines regular expressions for telephone numbers before you change this value.

Changes take effect: at the next panel refresh/display.

ringing-bell

Default Value: `""`

Valid Values: `<specific .wav file name>`, `""`

Specifies the sound that is played for media that do not have a sound defined, when an interaction is flashing in the navigation bar. The sound is stored in a `wav` file that resides in the following location:

`<installation-path>\webapps\gdesktop\common\sound\`

Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`

Valid Values: `-1`, `0`, `<any positive integer>`

Configures the minimum duration of the ringing bell, in milliseconds, for all media. A `wav` file is played for at least the time that is specified, even if the call is answered before the duration is reached. The `wav` file is played, even if the particular interaction type is configured in auto-answer mode.

The value `-1`, indicates that there is no minimum time; the `wav` file is stopped as soon as the call is answered. The value `0` disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell.
Changes take effect: at the next agent session.

stateless-menu-acw

Default Value: `false`

Valid Values: `true`, `false`

Enables agents to set After Call Work status when an agent is already in After Call Work status. If this option is set to `true`, agents are enabled to set their after call work (ACW) status after they have entered ACW status. If this option is set to `true`, but the switch does not recognize this request, an error is displayed in the agent desktop status bar.
Changes take effect: immediately.

use-server-time-zone

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether the time-zone used to display date and hours is the time zone of the server or the time zone of the browser.

When the option is set to `false`, Genesys Desktop uses the local time zone of the browser that called it, for all agent and supervisor functionality.
Changes take effect: at the next agent session.

Note: For timestamps inserted into the Notepad by a transfer or a conference or by the `Timestamp` button, the suffix `GMT +/-<n>` is added. For example, a timestamp representing San Francisco would get the suffix `GMT -8`.

---

watermark

Default Value: ""
Valid Values: `<specific image file name>`, ""

Specifies the image that is to be displayed as a background in the global desktop view. The image must reside in the following location:
`<installation-path>\webapps\gdesktop\common\img\`
Changes take effect: at the next agent session.

disposition-code

disposition-code-key

Default Value: ""
Valid Values: `<any string>`

The key to the attached data that stores the disposition code. After this option has been correctly set, the disposition code function in the GUI is activated.
Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

disposition-code-label

Default Value: ""
Valid Values:

""	Empty string. If the value is empty, the name of the `Disposition Code` tab is the display name of the Business Attribute that is defined in the `disposition-code-values-attribute` key.
`<Any string>`	The name of the `Disposition Code` tab.

The label that is used to identify the `Disposition Code` tab in the interaction interface.
Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

disposition-code-values-attribute

Default Value: `""`
Valid Value: `<any valid name of a Business Attribute>`

The name of the Business Attribute that contains the attribute values that are used to populate the disposition-code list. If this option is blank, the disposition-code is not activated.
Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

enable-synchronized-outbound-custom-field

Default Value: `false`
Valid Values: `true, false`

Specifies whether the Disposition Code is linked to an Outbound Custom Field if they have the same key. Agents can use this functionality to modify this information from both panels. When one panel is updated, the update is displayed in the other panel.
Changes take effect: at the next interaction.

is-mandatory

Default Value: `false`
Valid Values: `true, false`

When this option is set to `true`, agents are prevented from closing (clicking `Mark Done`) an interaction until they select a disposition value. This applies to voice, chat, inbound e-mail, open media, and outbound e-mail.
Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

is-read-only-on-idle

Default Value: `false`
Valid Values: `true, false`

When this option is set to `true` and the interaction status is `IDLE`, agents cannot set or change the disposition code. Transferring or conferencing an interaction sets the status to `IDLE`. If this option is set to `true`, the `is-mandatory` option in

not considered. When this option is set to `false`, agents can set the disposition code at any time.

Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

only-first-owner

Default Value: `false`

Valid Values: `true`, `false`

When this option is set to `true`, only the first agent who handles the interaction is allowed to change the disposition code. Other involved agents have a read-only view.

Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

routing-overwrite-key

Default Value: `""`

Valid Value: `<any string>`

The key that is used to access the disposition-code parameters that can be overwritten in the routing strategy.

Changes take effect: at the next interaction.

Note: *Cannot* be overwritten in a routing strategy.

---

use-attached-data

Default Value: `false`

Valid Values: `true`, `false`

When this option is set to `true`, data are inserted in the user event. This option is configurable in:

- application options

- agent annexes

Changes take effect: at the next interaction.

Note: Can be overwritten in a routing strategy.

---

use-conn-id

Default Value: `true`

Valid Values: `true`, `false`

When this option is set to `true`, the connection ID is attached to the user event. The related key is `AttributeConnID` (see "Voice Interactions" on page 114).

Changes take effect: at the next interaction.

Notes: Can be overwritten in a routing strategy.

There is no relationship between this option and `use-connection-id`.

use-connection-id

Default Value: `true`
Valid Values: `true, false`

When this option is set to `true`, the connection ID is attached to the user event. The related key is `AttributeConnID` (see "Voice Interactions" on). Changes take effect: at the next interaction.

Notes: Can be overwritten in a routing strategy.

There is no relationship between this option and `use-conn-id`.

email

auto-answer

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, the agent does not have to click the `Answer` button to answer an incoming e-mail.
Changes take effect: at the next interaction.

auto-open

Default Value: `false`
Valid Values: `true, false`

Enables the agent to open a ringing interaction automatically without sending the `answer` request. The agent can preview the interaction details before deciding to accept the interaction. The agent must click the batch icon to accept the interaction.

If the value is set to `true`, the agent can preview interactions without accepting them. Interactions are opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to accept the interaction.

If the value is set to `false`, interactions are not opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to open the interaction, and in doing so, the agent also accepts the interaction.
Changes take effect: at the next agent session.

auto-spell-check

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether the text of an e-mail is automatically spell-checked. If set to `true`, the text is spell-checked. Supported languages are: U.S. English, British English, French, German, Spanish, Italian, Finnish, Dutch, Brazilian Portuguese, Portuguese, Swedish, Norwegian Bokmal, and Danish.
Changes take effect: immediately.

default-font-size

Default Value: `10`
Valid Value: Any integer value from the following list: `6`, `10`, `12`, `14`, `18`, `24`, `28`

Specifies the font size that is selected by default when the outbound HTML e-mail form, for both new e-mail and reply e-mail, is displayed.
Changes take effect: at the next panel refresh/display.

default-font-style

Default Value: `Times New Roman`
Valid Values: Any valid font name from the following list: `Arial`, `Arial Black`, `Book Antiqua`, `Century Gothic`, `Garamond`, `Courier`, `Impact`, `Lucida Console`, `Tahoma`, `Times New Roman`, `Verdana`, `Webdings`, `Wingdings`.

Specifies the font that is selected by default when the outbound HTML e-mail form is displayed.
Changes take effect: at the next panel refresh/display.

font-sizes

Default Value: `6, 10, 12, 14, 18, 24, 27`
Valid Values: A comma-separated list of font sizes.

Specifies the font sizes that are displayed in the related drop-down list for the e-mail editor. This option is enabled if the `font-unit-based` option is set to `true`.
Changes take effect: at the next panel refresh/display.

font-unit

Default Value: `px`
Valid Values: `px`, `pt`

Specifies whether the font sizes that are displayed in the related drop-down list for the e-mail editor are in pixels (`px`) or points (`pt`). This option is enabled if the `font-unit-based` option is set to `true`.
Changes take effect: at the next panel refresh/display.

font-unit-based

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether the font size is based on a relative unit (such as 1, 2, ... 7), or an absolute unit (such as pixels or point size) in the generated HTML.
Changes take effect: at the next panel refresh/display.

html-format

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether the agent can write e-mails that contain HTML formatting by using a WYSIWYG editor. The value is always `false` if the browser is Safari.
Changes take effect: at the next interaction.

html-paste-mode

Default Value: `formatted`
Valid Values: `formatted`, `unformatted`

Note: The value can be a list that contains both modes, separated by a comma.

Specifies whether HTML formatting will be preserved when HTML formatted text is pasted into the active e-mail, or whether HTML formatted text will be pasted as raw, unformatted text. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

include-inbound-email-on-reply

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether the content of the inbound e-mail is included in the reply outbound e-mail.
Changes take effect: immediately.

include-standard-response-subject-on-insert

Default Value: `0`
Valid Values: `0`, `1`, `2`

Specifies whether the subject of the Standard Response is set as the subject of the e-mail when a standard response is inserted into an outbound e-mail:

- `0`—Do not insert the subject of the Standard Response into the subject of outbound e-mails.

- `1`—If the subject field of the outbound e-mail is blank, populate it with the subject of the Standard Response.

- `2`—Replace the subject of the outbound e-mail with the subject of the Standard Response.

Changes take effect: at the next insert.

navigation-bar-label

Default Value: ""

Valid Values: String that contains field codes: `<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData("attached_data_name")>`

Displays predefined data in the navigation bar.

If the value of the option is an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

reply-format

Default Value: `auto`

Valid Values: `auto`, `html`, `plain-test`

Specifies the format of an outbound e-mail reply. This option is applicable only if the `html-format` option is set to `true`. If it is not, the plain-text format is used.

auto	Outbound e-mail reply format is the same as corresponding inbound e-mail.
html	Outbound e-mail reply format is forced to html.
plain-text	Outbound e-mail reply format is forced to plain-text.

Changes take effect: at the next interaction.

ringing-bell

Default Value: ""

Valid Values: `<specific wav file name>`, ""

Specifies the sound that is played when an e-mail interaction is flashing in the navigation bar. The sound is stored in a `wav` file that resides in the following location: `<installation-path>\webapps\gdesktop\common\sound\`.
Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`

Valid Values: `-1`, `0`, `<any positive integer>`

Configures the minimum duration of the ringing bell for all media. A `wav` file is played for at least the time specified, even if the call is answered before the duration is reached. The `wav` file is played, even if the particular interaction type is configured in auto-answer mode.

The value `-1`, indicates that there is no minimum time; the `wav` file is stopped as soon as the call is answered. The value `0` disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell, in milliseconds.
Changes take effect: at the next agent session.

show-on-ringing

Default Value: `false`
Valid Values: `true, false`

Opens the application when a ringing interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

wrap-incoming

Default Value: `false`
Valid Values: `true, false`

Wraps the text of the incoming e-mail message to the width of the window.
Changes take effect: at the next interaction.

instant-messaging

agent-wait-interval

Default Value: `10`
Valid Values: `<any positive integer>`

Specifies the number of seconds that must elapse before the `Agent Wait Time` icon progresses to the next level.
Changes take effect: at the next interaction.

auto-spell-check

Default Value: `false`
Valid Values: `true, false`

Specifies whether spell check is automatically executed each time that an agent sends a message. If set to `true`, text is spell-checked. Supported languages are: U.S. English, British English, French, German, Spanish, Italian, Finnish, Dutch, Brazilian Portuguese, Portuguese, Swedish, Norwegian Bokmal, and Danish.
Changes take effect: immediately.

customer-wait-interval

Default Value: `5`
Valid Values: `<any positive integer>`

Specifies the number of seconds that must elapse before the Customer Wait Time icon progresses to the next level.
Changes take effect: at the next interaction.

display-mode

Default Value: `0`
Valid Values: `0, 1, 2`

Enables you to select the display mode for the chat transcript from among three styles (refer to the style section for information on how to customize colors). Changes take effect: at the next panel refresh/display.

im-routing-based-trsf

Default Value: `""`

Valid Values: A comma-separated list of items from the following list: `agent`, `routing-point`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `im-trsf-routing-points` is defined.

- If this option is set to blank (`""`), both agent-to-agent and agent-to-routing-point transfer relies on the transfer capabilities of SIP Server.
- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of SIP Server.
- If this option contains the value `routing-point`, then agent-to-routing-point transfer relies on a routing strategy instead of on the transfer capabilities of SIP Server.
- For target types of `skill` and `agent group`, routing based transfer is always used. The `im-trsf-routing-points` option must be defined.

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: immediately.

im-trsf-routing-points

Default Value: `""`

Valid Value: A comma-separated list of routing-point names in the following format: `<dialable_number@switch>`

Specifies the Routing Points that are used as transfer and conference targets of Instant Messages to groups or skills. For more information, see "Voice or Media Transfer Modes" on page 84. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: immediately.

max-chars

Default Value: `0`

Valid Values: any positive integer.

Specifies the maximum characters that are permitted in an outbound Instant Message. The default value `0` means that there is no limit on number of characters.
Changes take effect: at the next panel refresh/display.

> **Note:** This option is configurable for the application and agent levels. To configure the option in the agent level, create this option in the agent annex using the section and option name.

navigation-bar-label

Default Value: ""
Valid Values: String that contains field codes: `<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData ("attached_data_name")>`

Displays predefined data in the navigation bar. If the value of the option is set to an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

new-message-bell

Default Value: ""
Valid Values: `<specific wav file name>`, ""

Specifies the sound that is played when an Instant Message session is updated by one of the IM members. The sound is stored in a `wav` file that resides in the following location:
`<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

ringing-bell

Default Value: ""
Valid Values: `<specific wav file name>`, ""

Specifies the sound that is played when a chat interaction is flashing in the navigation bar. The sound is stored in a `wav` file that resides in the following location: `<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`
Valid Values: `-1`, `0`, `<any positive integer>`

Configures the minimum duration of the chat ringing bell. A `wav` file is played for the time that is specified, even if the call is answered before the duration is reached. The `wav` file is played, even if the chat is configured in auto-answer mode. The value `-1` indicates that there is no minimum time; the `wav` file is stopped as soon as the call is answered. The value `0` disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell, in milliseconds.
Changes take effect: at the next agent session.

show-on-new-message

Default Value: `false`
Valid Values: `true`, `false`

Opens the application window when the agent receives an Instant Message from a customer.
Changes take effect: at the next agent session.

show-on-preview

Default Value: `false`
Valid Values: `true`, `false`

Opens the application when a preview interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

show-on-ringing

Default Value: `false`
Valid Values: `true`, `false`

Opens the application when a ringing interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

intercommunication

conference-chat-target

Default Value: `agent`
Valid Values: `agent`, `interaction-queue`, `agent-group`, `skill`, `""`

Configures the list of filters that are available to the agent when the agent is searching for a target for a Chat conference.

If this option is set to blank (`""`), then the search part of the conference target panel is hidden from the agent. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

conference-im-edit-phone-number

Default Value: `true`
Valid Values: `true`, `false`

Enables you to show (`true`) or hide (`false`) the field and controls that enable the agent to edit the phone number of the Instant Message conference target.
Changes take effect: at the next panel refresh/display.

conference-im-target

Default Value: `agent, acd-queue, routing-point`
Valid Values: `agent, acd-queue, routing-point, agent-group, skill, ""`

Configures the list of filters that are available to the agent when the agent is searching for a target for a Instant Message conference. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .

If this option is set to blank (`""`), then the search part of the conference target panel is hidden from the agent.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

conference-smssession-target

Default Value: `agent`
Valid Values: `agent, interaction-queue, agent-group, skill, ""`

Configures the list of filters that are available to the agent when the agent is searching for a target for a SMS Session conference.

If this option is set to blank (`""`), then the search part of the conference target panel is hidden from the agent. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

conference-voice-edit-phone-number

Default Value: `true`
Valid Values: `true, false`

Enables you to show (`true`) or hide (`false`) the field and controls that enable the agent to edit the phone number of the conference target.
Changes take effect: at the next panel refresh/display.

conference-voice-target

Default Value: `agent, acd-queue, routing-point`
Valid Values: `agent, acd-queue, routing-point, agent-group, skill, ""`

Configures the list of filters that are available to the agent when the agent is searching for a target for a voice conference. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .

If this option is set to blank (""), then the search part of the conference-target panel is hidden from the agent.

Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

disable-permissions-use-target

Default Value: `agent, acd-queue, routing-point`

Valid Values: `agent, acd-queue, routing-point, agent-group, skill, interaction-queue, ""`

Enables you to specify which permissions to use when you display a target list in the intercommunication windows. Using this option prevents unnecessary memory consumption.

Set to `agent` if you want to bypass the permissions that are set in Configuration Manager for the `Persons` object, or if no permissions have been set for the `Persons` object.

Set to "" (blank) if you want to use the permissions that you have set on the `Persons` object in Configuration Manager.

When you use this option, Genesys Desktop checks the permissions that are specified for Interaction Queues (and other types of objects) to verify that they are in agreement with the permissions that are specified for that object. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next agent session.

displayed-columns-acd-queue

Default Value: `Name`

Valid Values: `Name, alias`

Configures the columns that are to be displayed when an agent is searching for a target ACD Queue to transfer a call, initiate a voice conference, or request a voice collaboration. Columns are displayed in the order in which they appear in the list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

displayed-columns-agent

Default Value: `FullName`

Valid Values: `FullName, Name, LastName, Firstname, UserName, EmployeeID`

Configures the columns that are to be displayed when an agent is searching for a target agent to transfer a call, initiate a conference, or request a collaboration, for all media types. Columns are displayed in the order in which they appear in the list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

> **Note:** Changing the order of these values changes the order in which they appear in the agent desktop.

displayed-columns-external-address

Default Value: `Address`
Valid Values: `Address`, `DisplayName`, `Description`, `Name`

Configures the columns that are to be displayed when an agent is searching for a target external address to transfer an inbound e-mail. Columns are displayed in the order in which they appear in the list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

displayed-columns-interaction-queue

Default Value: `Name`
Valid Values: `Name`, `BusinessProcess`, `Description`, `Alias`

Configures the columns that are to be displayed when an agent is searching for a target interaction queue to transfer a call, initiate a conference, or request a collaboration, for Multimedia interaction types only. Columns are displayed in the order in which they appear in the list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

displayed-columns-routing-point

Default Value: `Name`
Valid Values: `Name`, `Alias`

Configures the columns that are to be displayed when an agent is searching for a target Routing Point to transfer a voice call, initiate a voice conference, or request a voice collaboration. Columns are displayed in the order in which they appear in the list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

enable-object-monitoring

Default Value: `false`
Valid Values: `true`, `false`

Enables the availability of agent status for agents that are searching for a target agent for: call transfer, conference, or collaboration. Agent status information comes from Statistic Server. The status that is displayed is a snapshot of the status of each agent when this window is displayed; the status is not automatically refreshed.

Changes take effect: at the next agent session.

max-rows

Default Value: `40`
Valid Values: `<Any positive integer greater than 0>`, `-1`.

Specifies the maximum number of rows that are displayed per page of the list of potential targets for a call transfer, a conference request, or a collaboration request. If the value `-1` is used, then no navigation buttons are displayed.
Changes take effect: at the next panel refresh/display.

trsf-chat-target

Default Value: `agent, interaction-queue`
Valid Values: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to the agent when the agent is searching for a target for a chat transfer. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

trsf-email-in-edit-external-address

Default Value: `true`
Valid Values: `true, false`

Enables you to show (`true`) or hide (`false`) the field and controls that enable the agent to edit the external e-mail address field of the transfer target.
Changes take effect: at the next panel refresh/display.

trsf-email-in-target

Default Value: `agent, interaction-queue, external-address`
Valid Values: `agent, interaction-queue, agent-group, skill, external-address, ""`

Configures the list of filters that are available to the agent when the agent is searching for a target for an incoming e-mail transfer.

If this option is set to blank (`""`), then the search part and the object list of the transfer target panel are hidden from the agent. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

trsf-email-out-target

Default Value: `agent, interaction-queue`
Valid Values: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to the agent when the agent is searching for a target for an outgoing e-mail transfer. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

trsf-im-edit-phone-number

Default Value: `true`
Valid Values: `true, false`

Enables you to show (`true`) or hide (`false`) the field and controls that enable the agent to edit the phone number of the Instant Message transfer target.
Changes take effect: at the next panel refresh/display.

trsf-im-target

Default Value: `agent, routing-point`
Valid Values: `agent, acd-queue, routing-point, agent-group, skill, ""`

Configures the list of filters that are available to the agent when the agent is searching for a target for an instant message conference. If this option is set to blank (`""`), then the search part of the transfer-target panel is hidden. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

trsf-open-media-target

Default Value: `agent, interaction-queue`
Valid Values: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to the agent when the agent is searching for a target for an open-media transfer. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

trsf-sms-in-target

Default Value: `agent, interaction-queue`
Valid Values: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to the agent when the agent is searching for a target for an inbound SMS transfer. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

trsf-sms-out-target

Default Value: `agent, interaction-queue`
Valid Values: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to the agent when the agent is searching for a target for an outbound SMS transfer. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

trsf-smssession-target

Default Value: `agent, interaction-queue`
Valid Values: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to the agent when the agent is searching for a target for an SMS session transfer. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

trsf-voice-edit-phone-number

Default Value: `true`
Valid Values: `true, false`

Enables you to show (`true`) or hide (`false`) the field and controls that enable the agent to edit the phone number of the transfer target.

Changes take effect: at the next panel refresh/display.

trsf-voice-target

Default Value: `agent, acd-queue, routing-point`

Valid Values: `agent, acd-queue, routing-point, agent-group, skill, ""`

Configures the list of filters that are available to the agent when the agent is searching for a target for a voice transfer.

If this option is set to blank (`""`), then the search part and the object list of the transfer target panel are hidden from the agent. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

---

trsf-webcallback-target

Default Value: `agent, interaction-queue`

Valid Value: `agent, interaction-queue, agent-group, skill`

Configures the list of filters that are available to an agent when an agent is searching for a target for an Web Callback transfer. The order that is specified by this option is the order in which the filters appear in the Agent Desktop. See the `webcallback` section for more information on Web Callback options. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

Note: Changing the order of these values changes the order in which they appear in the agent desktop.

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kworker

Note: The following options are available for Genesys Expert Contact interactions only.

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auto-markdone

Default Value: `true`

Valid Values: `true, false`

If this option is set to `true`, the knowledge worker does not have to click the `Mark Done` button after the `Disconnect` button to save the data that the agent has entered.
Changes take effect: immediately.

easy-newcall

Default Value: `true`
Valid Values: `true`, `false`

If this option is set to `true`, the knowledge worker only has to click the `New Call` button to establish the call.
Changes take effect: immediately.

preview-bell

Default Value: `""`
Valid Values: `<specific wav file name>`, `""`

Specifies the sound that is played when there is a new preview interaction in the navigation bar. The sound is stored in a `wav` file that resides in the following location: `<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

reroute

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether the reroute capability is enabled or disabled.
Changes take effect: immediately.

reroute-location

Default Value: `<location>`
Valid Values: `switch1,...,switchN`

Specifies which switch locations can receive rerouted calls. This option is used only if the `reroute` option is set to `true`. If this option is set to the default value, calls can be rerouted to any switch. If it is set to other valid values, rerouting is restricted to the switches that are specified in those values.
Changes take effect: immediately.

show-on-preview

Default Value: `false`
Valid Values: `true`, `false`

Opens the application when a preview interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

license

attempts-interval

Default Value: 5 (in seconds)
Valid Values: ⟨any positive integer⟩

Specifies the time interval, in seconds, between two successive connection attempts.
Changes take effect: at the next Genesys Desktop server restart.

attempts-max

Default Value: 10
Valid Value: ⟨any positive integer⟩

Specifies the maximum number of non-successive connection attempts to the server before an exception is triggered.
Changes take effect: at the next Genesys Desktop server restart.

desktop_agent

Default Value: 1
Valid Values: ⟨any positive integer⟩

Specifies the number of agent corporate licenses for connections to FLEXlm server that are checked out by a packet. If the value is 1, then one license will be checked out per license request. If the value is 50, then 50 licenses will be checked out per license request.
Changes take effect: at the next agent session.

Note: This option does not manage the total number of licenses that are available. The total number of license that are available is managed in the license file.

desktop_supervisor

Default Value: 1
Valid Values: ⟨any positive integer⟩

Specifies the number of corporate licenses for connections to FLEXlm server that are checked out by a packet. If the value is 1, then one license will be checked out per license request. If the value is 50, then 50 licenses will be checked out per license request.
Changes take effect: at the next agent session.

Note: This option does not manage the total number of licenses that are available. The total number of license that are available is managed in the license file.

license-file

Default Value: `"License.dat"`
Valid Values: `"<path><file name>"`, `"<port>@<host>"`

Specifies a valid path to the license file, or a valid port and host name for the FLEXlm server.
Changes take effect: at the next Genesys Desktop server restart.

lrm-enabled

Default Value: `false`
Valid Values: `true`, `false`

If this option is set to `true`, the License Reporting Management (LRM) feature is activated.
Changes take effect: in the next agent session.

loading

srl-on-demand

Default Value: `false`
Valid Values: `true`, `false`

If set to `true`, the application loads the Standard Response Library (SRL) when the agent opens an interaction. If set to `false`, the application loads the SRL upon server startup.
Changes take effect: at the next Genesys Desktop server restart.

log

Note: Miscellaneous traces

ADDP

Default Value: `info`
Valid Values: `debug`, `info`, `warn`, `fatal`

Defines the minimum level of ADDP-related logs that are displayed on the console or stored in a file.
Changes take effect: immediately.

Ail

Default Value: `debug`
Valid Values: `debug`, `info`, `warn`, `fatal`

Defines the minimum level of AIL-related logs that are displayed on the console or stored in a file.
Changes take effect: immediately.

console

Default Value: `info`
Valid Values: `false, debug, info, warn, fatal`

Defines the level and size of traces to display on the internal console.
Changes take effect: immediately.

file

Default Value: `info, ../logs/gdesktop.log, 10, 20, zip`
Valid Values Syntax Format:
`<level>,<file name>,<max file size>,<max file number>`

Specifies that traces should be put in a file. This option enables you to configure Genesys Desktop to automatically create a ZIP archive of your log files after they have been written (see *Interaction SDK 7.6 Java Deployment Guide*). To have your log files archived automatically, specify ", `zip`" in the value string.

`<level>`: one of: `false, debug, info, warn, error, fatal`.

`<file name>`: valid path to a file name.

`<max file size>`: maximum file size, in MB.

`<max file number>`: number of files for the rolling logs.

`<zip>`: specifies the output format of the archive.
Changes take effect: immediately.

filter

Default Value: `info, 5000`
Valid Values Syntax Format: `<level>,<number>`

Defines the level of traces to display on the `admin` page.

`<level>`: one of `false, debug, info, warn, error`, or `fatal`.

`<number>`: any positive integer from `200` to `10,000`.
Changes take effect: immediately.

GD

Default Value: `debug`
Valid Values: `debug, info, warn, fatal`

Defines the minimum level of Genesys Desktop-related logs that are displayed in the console or saved in a file.
Changes take effect: immediately.

GSD

Default Value: `debug`
Valid Values: `debug, info, warn, fatal`

Defines the minimum level of Genesys Supervisor Desktop logs that are displayed in the console or saved in a file.
Changes take effect: immediately.

root

Default Value: `warn`
Valid Value: `warn`, `debug`, `info`, or `fatal`

This is a private option—any modifications are not recommended.
Changes take effect: immediately.

mime-type-image

default

Default Value: `default.gif`
Valid Values: `<specific image file name>`, `""`

Specifies the image that is to be used if no corresponding mime-type matches with a defined option. The image must reside in the following location:

`<installation-path>\webapps\gdesktop\common\mimetype`

You can configure other MIME types in the mime-type-image section (see "Configuring an Icon to be Displayed for a Particular MIME Type" on page 294).

Changes take place: at the next panel refresh/display.

multimedia

chat-default-queue

Default Value: `""`
Valid Values: `<any valid queue name>`

Specifies the queue that is used to trace chat interactions between agents and clients via a chat transcript, which is the routing process. This option is used when workflow information is not provided.
Changes take effect: immediately.

chat-routing-based-trsf

Default Value: `agent, queue`
Valid Values: A comma separated list of items from the following list: `agent`, `queue`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `chat-trsf-queue` is defined.

• If this option is set to blank (`""`), both agent-to-agent and agent-to-queue transfer relies on the transfer capabilities of Interaction Server.

- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- If this option contains the value `queue`, then agent-to-queue transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- For target types of `skill` and `agent group`, routing based transfer is always used. The `chat-trsf-queue` option must be defined.

You can use an incremental suffix to extend the number of items in the list— refer to "List Based Options" on page 198.
Changes take effect: immediately.

chat-trsf-queue

Default Value: ""
Valid Value: `<any valid queue name>`

Specifies the queue that the client application uses for a chat transfer request to an agent, a queue, a skill, and an agent group. If its value is an empty string, chat transfers are Multimedia-based on Interaction Server.

If `chat-trsf-queue` is set to a valid interaction queue name, then a routing based transfer (instead of a direct transfer) is used for the target types listed in the `chat-routing-based-trsf` option.

For further information, see "Voice or Media Transfer Modes" on page 84.
Changes take effect: immediately.

collaboration-mode

Default Value: `push`
Valid Values: `pull, push`

Enables agents to use the Collaboration feature to invite other agents to help answer a contact's question.
Changes take effect: immediately.

collaboration-workbin

Default Value: ""
Valid Value: `<any valid workbin names as defined in Business Process or in Configuration Manager>`

Used for the desktop Collaboration feature. When inviting an agent in `pull` mode, the internal invitation is stored in the agent workbin. If Multimedia is installed, Genesys advises you to use the following value that is created by the Multimedia Wizard: `collaboration-workbin`.

If you want to merge the `Collaboration` workbin and the `Draft E-mail` workbin on the agent's desktop, you can give them the same value.
Changes take effect: at the next agent session.

default-from-address

Default Value: ""

Valid Value: A valid e-mail address that is part of an E-mail Server Java POP Client list.

This option defines the default `from` e-mail address of an outbound e-mail from the list of POP clients defined in E-Mail Server Java.

It is used in outbound e-mail if there is no specified default value, such as when a new outbound e-mail is created.
Changes take effect: at the next interaction.

email-auto-response-queue

Default Value: ""
Valid Value: `<any valid queue name>`

Specifies that e-mail interactions are moved to the queue that is used to generate and send automatic responses.
Changes take effect: at the next Genesys Desktop server restart.

Note: Genesys Desktop keeps track of the experience of agents with standard response. Refer to the Multimedia documentation for more details.

email-content-analysis-queue

Default Value: ""
Valid Value: `<any valid queue name>`

Specifies that e-mail interactions are moved to the queue that is used to perform e-mail content analysis.
Changes take effect: at the next Genesys Desktop server restart.

email-custom-workbins

Default Value: ""
Valid Value: `<any valid workbin names as defined in Business Process or in Configuration Manager>`

A comma-separated list of workbins that are displayed in `Agent` workbins, in addition to `email-draft-workbin` and the `Collaboration` workbin. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next agent session.

Note: The names of the workbins in this list cannot contain any commas.

email-default-queue

Default Value: ""
Valid Value: `<Any valid queue name>`

Specifies the queue that is used for any new e-mail interaction that is created by the desktop. For example: `new e-mail out`, `reply`, or `invitation`.
Changes take effect: immediately.

email-drafts-alarm

Default Value: `24:00`
Valid Values: `<integer>:<integer>`, `<HH>:<mm>`

Specifies the length of time that elapses before an e-mail that is placed in `Workbin/Draft e-mail` goes to an `Alarm` state.
Changes take effect: immediately.

email-drafts-workbin

Default Value: `""`
Valid Value: `<any valid workbin name>`

Used to store outgoing e-mails as drafts in a workbin when an agent clicks the `save & close` button.

If Multimedia is installed, Genesys advises you to use the following value created by the Multimedia wizard:
`email-drafts-workbin`.

If you want to merge the `Collaboration` workbin and the `email-draft-workbin` on the agent's desktop, you can give them the same value.
Changes take effect: at the next agent session.

email-follow-up-prefix

Default Value: `Fw:`
Valid Value: `<any string>`

Specifies the prefix that is added to the subject of the follow-up message.
Changes take effect: at the next interaction.

email-follow-up-quote-header

Default Value: `On <date>, <personal><from> wrote:`
Valid Value: `<any string>`

Specifies the header that precedes the follow-up message. The header can contain three dynamic values: `<date>`, `<personal>`, and `<from>`.
Changes take effect: at the next interaction.

email-forward-prefix

Default Value: `Fw:`
Valid Value: `<any string>`

Specifies the prefix that is added to the subject of the forwarded message.
Changes take effect: at the next interaction.

email-in-markdone-hidden-queues

Default value: ""

Valid value: `<comma-separated list of queue names>`

Enables you to hide specified queues from the `Mark Done` panel of an inbound e-mail. The queues that are listed in this panel are defined in the properties of the Route Interaction by using the `Queue for Existing Interaction` list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

email-never-mind-body

Default Value: `You do not need to reply to the message you received earlier:`

Valid Value: `<any string>`

Note: This option has not yet been implemented in Genesys Desktop. Although it is provided in the application template, it currently has no effect.

Specifies the beginning of the content of an e-mail sent to an external resource who has previously received a request to handle a transaction. It informs the agent that the transaction is handled by a Genesys Desktop agent after all.

Changes take effect: at the next Genesys Desktop server restart.

email-never-mind-subject

Default Value: `Please disregard message:`

Valid Value: `<any string>`

Note: This option has not yet been implemented in Genesys Desktop. Although it is provided in the application template, it currently has no effect.

Specifies the beginning of the subject of an e-mail sent to an external resource who has previously received a request to handle a transaction. It informs the agent that the transaction is handled by a Genesys Desktop agent after all.

Changes take effect: at the next Genesys Desktop server restart.

email-outbound-queue

Default Value:""

Valid Value: `<any valid queue name>`

Specifies the default queue that is used to send an e-mail, when this information is not specified in the outbound queue of the invitation.

Changes take effect: immediately.

email-out-from-hidden-addresses

Default Value:`""`
Valid Value: `<comma-separated list of email addresses>`

Enables you to hide specified addresses from the `From` field of an outbound e-mail. The addresses that are listed in this panel are defined in E-mail servers in the configuration layer. Use a comma (,) to separate multiple addresses. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

email-pending-alarm

Default Value: `48:00`
Valid Values: `<integer>:<integer>, <HH>:<mm>`

Specifies the length of time that elapses before an e-mail that has been sent to an external resource goes to an `Alarm` state.
Changes take effect: at the next Genesys Desktop server restart.

email-quote-char

Default Value: `>`
Valid Value: `<any string>`

Specifies the string that precedes each line of the sender's message, when the agent replies to the e-mail. This option applies only to text-based e-mail interactions; it does not apply to HTML formatted e-mail interactions.
Changes take effect: at the next interaction.

email-quote-header

Default Value: `On <date>, <contact> wrote:`
Valid Value: `<any string>`

Specifies the header that precedes the sender's message. The header can contain two dynamic values: `<date>` and `<contact>`.
Changes take effect: at the next interaction.

email-reply-prefix

Default Value: `Re:`
Valid Value: `Re:<any valid string>`

Specifies the prefix that is added to the subject of the reply message.
Changes take effect: at the next interaction.

email-routing-based-trsf

Default Value: `agent, queue`
Valid Value: A comma separated list of items from the following list: `agent, queue`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `email-trsf-queue` is defined.

- If this option is set to blank (`""`), both agent-to-agent and agent-to-queue transfer relies on the transfer capabilities of Interaction Server.

- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- If this option contains the value `queue`, then agent-to-queue transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- For target types of `skill` and `agent group`, routing based transfer is always used. The `email-trsf-queue` option must be defined.

You can use an incremental suffix to extend the number of items in the list— refer to "List Based Options" on .
Changes take effect: immediately.

email-trsf-ext-queue

Default Value: `""`
Valid Value: `<any valid queue name>`

Specifies the queue that the client application uses for an e-mail transfer request to an external resource. For details, see *Multi-Channel Routing 7 Interaction Workflow Designer User's Guide*.
Changes take effect: immediately.

email-trsf-queue

Default Value: `""`
Valid Value: `<any valid queue name>`

Specifies the queue that the client application uses for an e-mail transfer request to an agent, a queue, a skill, and an agent group.

If `email-trsf-queue` is set to a valid interaction queue name, then a routing based transfer (instead of a direct transfer) is used for the target types that are listed in the `email-routing-based-trsf` option.

For details, see "Voice or Media Transfer Modes" on .
Changes take effect: immediately.

email-use-mailbox-on-reply

Default Value: `false`
Valid Value: `true`, `false`

Specifies whether the `From` e-mail address for a reply e-mail is taken from the mailbox field of the inbound e-mail, or from the default e-mail address for the agent, when the `To` address from the inbound e-mail does not match an address that is configured in Email Server Java (ESJ).
Changes take effect: at the next interaction.

enable-multicharset-environment

default value: `false`
Valid values: `true`, `false`

Specifies from where the subject of the e-mail will be retrieved. If this option is set to `false`, then the e-mail subject is retrieved from Interaction Server. If this option is set to `true`, then the e-mail subject is retrieved from UCS, which prevents corruption of the e-mail subject in a multi-character set environment. A multi-character set environment occurs when Universal Contact Server (UCS) and Interaction Server are running on different hosts and each of those hosts is using a different character set.
This option is taken into account the next time that Genesys Desktop Server is restarted.
Changes take effect: at the next agent session.

Warning!   Setting this option to `true` may decrease performance; therefore, only use this option if you are running in a multi-character set environment.

---

max-file-upload

Default Value: `29`
Valid Value: `0`, `<any positive integer up to 29>`

Specifies the maximum size (in megabytes) of an attached file. The value of `0` disables the attachments feature.
Changes take effect: at the next Genesys Desktop server restart.

media

Default Value: `email,chat`
Valid Value: `<any valid media name>`

A comma-separated list of values of media names. This option defines the list of media, or media bundles, that is proposed to the agent in the login window.
Changes take effect: at the next agent session.

Note: If a key is declared, the default value is empty.

---

media-bundles

Default Value: `sms-bundle`
Valid Value: `<A comma separated list of bundles>`

Specifies a list of bundles. A bundle name corresponds to a section containing all required information about the bundle. By default a bundle named `sms-bundle` is configured. The sms-bundle section is available in all options that are required to describe a bundle. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next agent session.

open-media-routing-based-trsf

Default Value: `agent, queue`

Valid Values: A comma-separated list of items from the following list: `agent, queue`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `open-media-trsf-queue` is defined.

- If this option is set to blank (""), both agent-to-agent and agent-to-queue transfer relies on the transfer capabilities of Interaction Server.

- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- If this option contains the value `queue`, then agent-to-queue transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- For target types of `skill` and `agent group`, routing based transfer is always used. The `open-media-trsf-queue` option must be defined.

Changes take effect: immediately.

open-media-saved-list

Default Value: `sms`

Valid Values: `<Any valid media name. For example: email,chat>`

A comma-separated list of valid values of open media names. This option defines the list of medias that are saved into UCS (for example, Short Message Service (SMS), video, and so on). You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

open-media-trsf-queue

Default Value: `""`

Valid Value: `<any valid queue name>`

Specifies the queue that the client application uses for an open-media transfer request to an agent, a queue, a skill, and an agent group.

If `open-media-trsf-queue` is set to a valid interaction queue name, then a routing based transfer (instead of a direct transfer) is used for the target types that are listed in the `open-media-routing-based-trsf` option.

For details, see "Voice or Media Transfer Modes" on page 84.

Changes take effect: immediately.

qa-review-skill-name

Default Value: `""`

Valid Value: `<any valid skill name>`

Stipulates that all outgoing e-mails from agents that have the specified skill are sent for a QA review before they are sent out.

If this option is set with a valid skill name, then when an agent who is configured with that skill name, level `N`, sends an outbound e-mail, the following key-value pair is attached to the interaction: `"GD_QAReviewSkill"="N"`

Use the KV pair to route the interaction to a QA reviewer or to send the e-mail to the recipient.

Changes take effect: immediately.

Note: `N` is the skill level that is configured for the agent in Configuration Manager for the specified skill.

---

sms-default-queue

Default Value: `""`
Valid Values: `<Any valid queue name>`

Specifies the queue that is used for any new Short Message Service (SMS) interaction that is created by the agent's desktop application. For example, `new sms` or `reply`.

Changes take effect: at the next interaction.

sms-outbound-queue

Default Value: `""`
Valid Value: `<any valid queue name>`

Specifies the default queue that is used to send an Short Message Service (SMS) if this information is not specified in the outbound queue of the invitation.

Changes take effect: immediately.

sms-routing-based-trsf

Default Value: `agent, queue`
Valid Value: A comma separated list of items from the following list: `agent, queue`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `sms-trsf-queue` is defined.

- If this option is set to blank (`""`), both agent-to-agent and agent-to-queue transfer relies on the transfer capabilities of Interaction Server.

- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- If this option contains the value `queue`, then agent-to-queue transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- For target types of `skill` and `agent group`, routing based transfer is always used. The `sms-trsf-queue` option must be defined.

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: immediately.

sms-trsf-queue

Default Value: ""

Valid Value: `<Any valid queue name>`

Specifies the queue that the client application uses for an sms transfer request to an agent, a queue, a skill, and an agent group.

If `sms-trsf-queue` is set to a valid interaction queue name, then a routing based transfer (instead of a direct transfer) is used for the target types that are listed in the `sms-routing-based-trsf` option.

For details, see "Voice or Media Transfer Modes" on page 84.

Changes take effect: immediately.

smssession-default-queue

Default Value: ""

Valid Values: `<any valid queue name>`

Specifies the queue that is used to trace SMS session interactions between agents and clients via a SMS session transcript, which is the routing process. This option is used when workflow information is not provided.

Changes take effect: immediately.

smssession-routing-based-trsf

Default Value: `agent, queue`

Valid Value: A comma separated list of items from the following list: `agent, queue`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `smssession-trsf-queue` is defined.

- If this option is set to blank (""), both agent-to-agent and agent-to-queue transfer relies on the transfer capabilities of Interaction Server.

- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- If this option contains the value `queue`, then agent-to-queue transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.

- For target types of `skill` and `agent group`, routing based transfer is always used. The `smssession-trsf-queue` option must be defined.

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: immediately.

smssession-trsf-queue

Default Value: `""`
Valid Value: `<Any valid queue name>`

Specifies the queue that the client application uses for an SMS session transfer request to an agent, a queue, a skill, and an agent group.

If `smssession-trsf-queue` is set to a valid interaction queue name, then a routing based transfer (instead of a direct transfer) is used for the target types that are listed in the `smssession-routing-based-trsf` option.

For details, see "Voice or Media Transfer Modes" on .
Changes take effect: immediately.

webcallback-routing-based-trsf

Default Value: `agent, queue`
Valid Value: A comma separated list of items from the following list: `agent`, `queue`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `webcallback-trsf-queue` is defined.

- If this option is set to blank (`""`), both agent-to-agent and agent-to-queue transfer relies on the transfer capabilities of Interaction Server.
- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.
- If this option contains the value `queue`, then agent-to-queue transfer relies on a routing strategy instead of on the transfer capabilities of Interaction Server.
- For target types of `skill` and `agent group`, routing based transfer is always used. The `webcallback-trsf-queue` option must be defined.

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: immediately.

webcallback-trsf-queue

Default Value: `""`
Valid Values: `<Any valid queue name>`

Specifies the queue that the client application uses for a webcallback transfer request to an agent, a queue, a skill, and an agent group.

If `webcallback-trsf-queue` is set to a valid interaction queue name, then a routing based transfer (instead of a direct transfer) is used for the target types that are listed in the `webcallback-routing-based-trsf` option.

For details, see "Voice or Media Transfer Modes" on .
Changes take effect: immediately.

network

alternate-locations

Default Value: `""`

Valid Values: Switch names that are separated by commas

A comma-separated list of switch locations for which network alternate calls are enabled.

Changes take effect: immediately.

auto-reconnect-timeout

Default Value: `0` (in seconds)

Valid Value: `<any positive integer>`

If this option is not set to `0`, a failed network consultation is automatically reconnected after the specified time-out (in seconds).

The following is an example of a scenario in which the Genesys Desktop reconnect feature can be employed:

1. The agent has ordered a network consultation request toward a DN that is not an NTS Routing Point (this is called a *direct consultation*).

2. The consultation call toward the non-NTS Routing Point DN fails because it is busy, there is no answer, and so on.

3. The Genesys Desktop time-out has expired.

4. After the time-out, Genesys Desktop reconnect the call by sending the `TNetworkReconnect` request.

Changes take effect: at the next Genesys Desktop server restart.

conference-locations

Default Value: `""`

Valid Values: Switch names that are separated by commas

A comma-separated list of switch locations for which network complete conference is enabled.

Changes take effect: immediately.

consult-locations

Default Value: `""`

Valid Values: Switch names that are separated by commas

A comma-separated list of switch locations for which network consultation call is enabled.

Changes take effect: immediately.

enable-synchronized-reconnect

Default Value: `false`

Valid Values: `true, false`

If this option is set to `true`, a network reconnect is only possible after receiving a network response to a network consultation.
Changes take effect: at the next Genesys Desktop server restart.

reconnect-locations

Default Value: ""
Valid Values: Switch names that are separated by commas

A comma-separated list of switch locations for which the network reconnect feature is enabled.
Changes take effect: immediately.

reroute-locations

Default Value: ""
Valid Values: Switch names that are separated by commas

A comma-separated list of switch locations for which the reroute feature is enabled.
Changes take effect: immediately.

single-step-transfer-locations

Default Value: ""
Valid Values: Switch names that are separated by commas

Note: This option has not yet been implemented in Genesys Desktop. Although it is provided in the application template, it currently has no effect.

A comma-separated list of switch locations for which single-step network complete transfer is enabled.
Changes take effect: immediately.

transfer-locations

Default Value: ""
Valid Values: Switch names that are separated by commas

A comma-separated list of switch locations for which network complete transfer is enabled.
Changes take effect: immediately.

open-media

auto-answer

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, the agent does not have to click the `Answer` button to answer an incoming open-media interaction.
Changes take effect: at the next interaction.

auto-open

Default Value: `false`
Valid Values: `true`, `false`

Enables the agent to open a ringing interaction automatically without sending the `answer` request. The agent can preview the interaction details before deciding to accept the interaction. The agent must click the batch icon to accept the interaction.

If the value is set to `true`, the agent can preview interactions without accepting them. Interactions are opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to accept the interaction.

If the value is set to `false`, interactions are not opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to open the interaction, and in doing so, the agent also accepts the interaction.
Changes take effect: at the next agent session.

navigation-bar-label

Default Value: `""`
Valid Values: String that contains field codes: `<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData ("attached_data_name")>`

Displays predefined data in the navigation bar.

If the value is an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

ringing-bell

Default Value: `""`
Valid Values: `<specific wav file name>`, `""`

Specifies the sound that is played when an e-mail interaction is flashing in the navigation bar. The sound is stored in a `wav` file that resides in the following location:
`<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`
Valid Values: `-1`, `0`, `<any positive integer>`

Configures the minimum duration of the ringing bell for all media. A `wav` file is played for at least the time that is specified, even if the call is answered before the duration is reached. The `wav` file is played, even if the particular interaction type is configured in auto-answer mode.

The value `-1`, indicates that there is no minimum time; the `wav` file is stopped as soon as the call is answered. The value `0` disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell, in milliseconds.
Changes take effect: at the next agent session.

show-on-ringing

Default Value: `false`
Valid Values: `true, false`

Opens the application when a ringing interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

outbound

auto-mark-done-on-cancel

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, outbound interactions are automatically marked as `Done` if an agent clicks `Cancel` on the interaction interface. If this option is set to `false`, the capability is not enabled.
Changes take effect: immediately.

auto-mark-done-on-reject

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, outbound interactions are automatically marked as `Done` if an agent clicks `Reject` on the interaction interface. If this option is set to `false`, the capability is not enabled.
Changes take effect: immediately.

campaign-stale-timeout

Default Value: `0`
Valid Values: `-1, 0, <any positive integer>`

Specifies a timeout interval (in minutes) after a campaign is stopped or unloaded; this timeout works with the `OCServer\stale_clean_timeout` option of Outbound Contact Server. During this interval, campaign calls that are made by agents retain all functionalities, such as `set the call result` and `reschedule`. The default value of `0` means that there is no timeout and no

campaign functionalities remain available. A value of `-1` forces Genesys Desktop to provide campaign functionalities in all situations.
Changes take effect: at the next interaction.

custom-fields-read-only

Default Value: `false`
Valid Values: `true`, `false`

Enables you to set the Custom Fields tab to read-only mode. If set to `true`, the Edit, Reset, and Update Record buttons are hidden and the list cannot be edited.
Changes take effect: at the next panel refresh/display.

default-call-result

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether the `Call Result` field is filled automatically when it is not initially present in the outbound campaign call.
Changes take effect: at the next interaction.

enable-chain-75api

Default Value: `true`
Valid Values: `true`, `false`

This option is specifically for users who have developed customization for the Outbound feature and who do not want to migrate their 7.2 code. Set this option to `false` to disable the new push preview mode.

If this option is set to `true`, then all Outbound 7.5 modes, or later modes, are supported. If this option is set to `false`, all Outbound 7.2 modes, and earlier modes, are available. The new Outbound release 7.5 push preview feature is not available. The Interaction SDK 7.5 API for Outbound feature is similar to the 7.2 and earlier releases.

Note: If the this option is not defined, or if it is set to a non-valid value, then Genesys Desktop works as if the value is set to `false`.

Warning! Do not modify this option at run time or you will disable all Outbound features. Restart the server after you modify the option.

Changes take effect: at the next Genesys Desktop server restart.

preview-park-queue

Default Value: `""`
Valid Values: `<any valid interaction queue name>`

Enables an agent to transfer ownership of a proactive interaction to the transfer target when a proactive interaction voice call is transferred. This enables the appropriate postprocessing to be applied after target of the transfer releases.
Changes take effect: immediately.

stale-timer

Default Value: `0` (in milliseconds)
Valid Value: `<any positive integer>`

When this value is greater than `0`, a timer is set that properly closes outbound records that are in preview status, before they are set to `stale` by the Outbound Contact Server (OCS).

Recommendation: Set this option to a value that is lower than the value of the `OCServer` / `stale_clean_timeout` OCS option.
Changes take effect: at the next interaction.

treatment

Default Value: `none`
Valid Values:

`none`	The application never applies any treatment to `mark processed` requests.
`campaign`	The treatment `RecordTreatCampaign` is applied to each record in actions when a `mark processed` action is executed.
`personal`	The treatment `RecordTreatPersonal` is applied to each record when a `mark processed` action is executed.

> **Note:** `campaign` and `personal` are valid unless a call has been rescheduled by the agent.

`agent-selection`	Agents select whether the treatment is `RecordTreatCampaign`, `RecordTreatPersonal`, or `none`.

This option determines the treatment of attached data for OCS, according to the value of the option.
Changes take effect: immediately.

personalization

change-password-enabled

Default Value: `true`
Valid Values: `true`, `false`

Enables you to disable or enable the password modification capability from the Settings view. Overridden by setting on the Person Annex.
Changes take effect: at the next panel refresh/display.

push-video

displayed-columns-video-file

Default Value: `FileName`

Valid Values: `FileName`, `DisplayName`, `Image`, `Description`

Potential push-video files are provided to the agent as a list that contains columns that might include a preview in the first column and a description or other information in the second and additional columns. This option configures the column(s) to be displayed when an agent is searching for a push-video file. Columns are displayed in the order in which they appear in the list.

(Required) The value `filename` displays the name of the video file that is specified by the `file-x-file-name` option.

(Optional) The value `displayname` displays a name defined for the video by the `file-x-display-name` option.

(Optional) The value `image` displays both a preview image file, defined by the `file-x-image` option, and the display name defined for the video by the `file-x-display-name` option.

(Optional) The value `description` displays a description and tags of the video that are specified by the `file-x-description` option and `file-x-tags`.

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.

Changes take effect: at the next panel refresh/display.

file-x-description

Default Value: `""`

Valid Value: `<any string>`

Specifies a description of the push-video file that is displayed in the list of push-videos.

Changes take effect: at the next panel refresh/display.

Note: The *x* in the option name should be replaced by a number. All options that are related to a specific push-video file should have the same number.

---

file-x-display-name

Default Value: `""`

Valid Values: `<any string>`

Specifies the name that is displayed in the list of push-videos.

Changes take effect: at the next panel refresh/display.

> **Note:** The *x* in the option name should be replaced by a number. All options that are related to a specific push-video file should have the same number.

file-x-file-name

Default Value: ""
Valid Values: The path to the push-video file.

Specifies the path to the push-video file, without the file extension.

The path is interpreted by Stream Manager, not by Genesys Desktop; therefore, it must be specified in relation to the executable path of Steam Manager. Changes take effect: at the next panel refresh/display.

> **Note:** The *x* in the option name should be replaced by a number. All options that are related to a specific push-video file should have the same number.

file-x-image

Default Value: ""
Valid Value: Name of the image file, with the file extension.

Specifies the name of the preview image file that is associated with the push-video file. The image files is stored in the following location:

`<installation-path>\webapps\gdesktop\img\pushvideo\`

If no preview image file is specified, and the configuration specifies that a preview image must be displayed, then a default image will be displayed. Changes take effect: at the next panel refresh/display.

> **Note:** Replace the *x* in the option name by a number. All options that are related to a specific push-video file should have the same number.

file-x-locations

Default Value: ""
Valid Values: A comma-separated list of switches that support the specified push-video file.

Specifies the switch or switches that support the specified push-video file. If no switches are specified, then it is assumed that all switches that are defined in the option `sip-push-video-locations` supported this push-video file. Changes take effect: immediately.

> **Note:** The *x* in the option name should be replaced by a number. All options that are related to a specific push-video file should have the same number.

file-x-tags

Default Value: ""
Valid Values: A comma-separated list of themes that are associated with the specified push-video file.

Enables the tagging of push-video files. You can associate a list of keywords with each push video. This action aids agents in searching for specific videos to push.
Changes take effect: at the next panel refresh/display.

Note: The *x* in the option name should be replaced by a number. All options that are related to a specific push-video file should have the same number.

---

image-video-file-image-height

Default Value: `-1`
Valid Value: `<any positive integer>`

Potential push-video files are provided to the agent as a list that contains columns that might include a preview in the first column and a description or other information in the second and additional columns. This option specifies an explicit height for the preview image in the list of potential files. If the value is `-1`, the image is displayed at the actual height of the preview image. The preview image is specified by the `file-x-image` option.
Changes take effect: at the next panel refresh/display.

image-video-file-image-width

Default Value: `-1`
Valid Value: `<any positive integer>`

Potential push-video files are provided to the agent as a list that contains columns that might include a preview in the first column and a description or other information in the second and additional columns. This option specifies an explicit width for the preview image in the list of potential files. If the value is `-1`, the image is displayed at the actual width of the preview image. The preview image is specified by the `file-x-image` option.
Changes take effect: at the next panel refresh/display.

max-rows

Default Value: `40`
Valid Values: `-1`, `<any positive integer>`

Potential push-video files are provided to the agent as a list that contains columns that might include a preview in the first column and a description or other information in the second and additional columns. This option specifies the maximum number of rows that are displayed per page of the list of potential files. If the value is `-1`, all files are displayed and the navigation button is hidden.

Changes take effect: at the next panel refresh/display.

resources

default-view

Default Value: `all`
Valid Values: `all`, `favorites`

Specifies the content of the `Search In` drop-down list on the `Response` tab. You can specify either the entire Standard Response Library (SRL) or standard responses that are marked as favorites by a given agent.
Changes take effect: at the next panel refresh/display.

max-filter

Default Value: `5`
Valid Value: `<any positive integer>`

The number of `last-standard-response` search templates that is stored for each agent.
Changes take effect: at the next agent session.

search-modes

Default Value: `exact-text, all-keywords, any-keywords`
Valid Values: A comma separated list of any or all of the following available values: `exact-text, all-keywords, any-keywords`

Enables you to specify the search modes that are provided in the Standard Response Library pane. The first element in the comma separated list of values is presented as the default mode in the user interface. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

srl-tree-expanded

Default Value: `false`
Valid Values: `true, false, never`

Determines how the Standard Response Library (SLR) is displayed in the Genesys Desktop interface if the `Resources` panel is opened. If this option is set to `true`, the SRL tree is expanded. If set to `false`, the SRL tree is collapsed. If it is set to `never`, the SRL tree cannot be totally expanded.
Changes take effect: at the next panel refresh/display.

security

login-auto-complete-agent-credentials-enabled

Default Value: `true`

Valid Values: `true, false`

If this option is set to `true`, the login credentials of the agent are saved in the browser cache to enable a suggested list of auto-filling agent login fields.
Changes take effect: at the next panel refresh/display.

login-by-url-enabled

Default Value: `false`
Valid Values: `true, false`

Use this option to disable a defense setting that prevents direct login by URL.
Changes take effect: Immediately.

login-store-agent-credentials-in-cookies-enabled

Default Value: `true`
Valid Values: `true, false`

If this option is set to `true`, the login credentials of the agent are saved in the browser cookies to enable auto-filling of agent login fields.
Changes take effect: at the next panel refresh/display.

login-store-agent-credentials-in-cookies-only-https-enabled

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, the login credentials of the agent are saved in the browser cookies in HTTPS only. This enables auto-filling of agent login fields. This option is taken into account only if the `login-store-agent-credentials-in-cookies-enabled` option is set to `true`.
Changes take effect: at the next panel refresh/display.

security-banner

ack-mandatory

Default Value: `0`
Valid Values: `0, 1`

Specifies the login behavior if the content of the document that is pointed to by the value of the `regular-url<seq_number>` option cannot be displayed.

A value of `0` indicates that login should proceed without acknowledging the content of the banner.

A value of `1` indicates that login should not proceed. The application is closed and no login dialog box is displayed.
Changes take effect: at the next panel refresh/display.

Warning!   Setting the option to 1 disables access to the Genesys Desktop application if the document that is pointed to by the value of the `regular-url<seq_number>` option cannot be displayed.

---

ack-mode

Default Value: `1`
Valid Values: `1`, `2`

Specifies whether the agent is presented with the option to skip the display of the security banner the next time he or she launches the Genesys Desktop application.

If this option is set to `1`, the agent is presented with a check box that states "`I Acknowledge. Don't show this again`".

If the agent selects the check box, the security banner is not displayed the next time the agent starts the Genesys Desktop application; instead, the regular login dialog box is displayed.

If this option is set to `2`, the agent will not be presented with the `Don't show this again` check box. The security banner is shown every time that the Genesys Desktop application is started.
Changes take effect: at the next panel refresh/display.

error-page-url

Default Value: `""`
Valid Value: A valid URL that specifies the location of the custom error page. The URL must be in the same domain as the Web application.

Specifies the URL of the custom error page that is to be displayed in the event that the banner page cannot be retrieved. If the error page is displayed successfully, the dialog box shows the `Exit` button, instead of the `Acknowledge` and `Reject` buttons. This option is used to substitute the default error page of a dialog box with the custom one for the security banner.
Changes take effect: at the next panel refresh/display.

Note: Only HTTP and HTTPS sources are supported. The value must contain either: "`http://<url>`" or "`https://<url>`".

---

height

Default Value: `""`
Valid Values: `180`

Specifies the `IFRAME` size.

By default, the `IFRAME` size is `360` (width) and `180` (height). Genesys Desktop attempts to fit the document to these dimensions.
Changes take effect: at the next panel refresh/display.

Note: The `IFRAME` is not resizable by the agent.

regular-url<seq_number>

Default Value: `""`
Valid Values: A URL, that can be resolved by the browser and shown as an active document within the browser window. The URL must be in the same domain as the Web application.

Specifies the URL of the document that is to be shown in the security banner dialog box.

If no value is specified, then:

• No security banner dialog box is displayed.

• All other options for this section are ignored.

• The default security banner bit-map will be displayed, if configured.

Changes take effect: at the next panel refresh/display.

Note: Only HTTP and HTTPS sources are supported. The value must contain either: `"http://<url>"` or `"https://<url>"`.

show-up-timeout

Default Value: `3000`
Valid Values: Any positive integer.

Specifies the timeout, in milliseconds, during which the security banner dialog box attempts to retrieve and render the document that is pointed to by the URL(s) that is specified by the `regular-url<seq_number>` option.

If the document is completely loaded before this timeout expires, then the dialog box appears as soon as the document is completely available.

If the timeout expires before the document is completely available, then a message box containing the following information is displayed: `Downloading terms of use... Please wait...`

The agent can close the message box by clicking `Cancel`, but the agent cannot acknowledge the security banner until the document is completely loaded.

If the document cannot be retrieved, then the behavior of the dialog box depends on the `ack-mandatory` option setting.

If `ack-mandatory` is set to `0`, the dialog box either never appears, or it closes automatically upon detection of the failure to display the document. In both cases the user can continue normal login into the application.

If `ack-mandatory` is set to `1`, in case of failure to display the document, the dialog box is displayed with the built-in error message, which presents the error code.
Changes take effect: at the next panel refresh/display.

title

Default Value: ""
Valid Value: ⟨any string⟩

Specifies a title for the security banner dialog box.

By default, the dialog box caption concatenates the title of the HTML document (the ⟨title⟩ element) and the name of the application. If the document is not an HTML document, then the URL of the document will be used as the default title.
Changes take effect: at the next panel refresh/display.

Note: The name of the application is always shown. If the rebranding resources are present, the corresponding rebranding resource overrides this entry.

---

width

Default Value: ""
Valid Value: 360

Specifies the IFRAME size.

By default, the IFRAME size is 360 (width) and 180 (height). Genesys Desktop attempts to fit the document to these dimensions.
Changes take effect: at the next panel refresh/display.

Note: IFRAME is not resizable by the agent.

---

signature

Note: This section must be created manually.

---

include-agent-name

Default Value: false
Valid Values: true, false

If this option is set to true, adds the agent's name in the signature at the end of an e-mail message.
Changes take effect: at the next interaction.

line<n>

Default Value: ""
Valid Values: ⟨any string⟩

Defines the line number of an e-mail signature.
Changes take effect: at the next interaction.

sms

agent-wait-interval

Default Value: `10`
Valid Values: `<any positive integer>`

Specifies the number of seconds that must elapse before the `Agent Wait Time` icon progresses to the next level for Short Message Service (SMS) interactions.
Changes take effect: at the next interaction.

auto-answer

Default Value: `false`
Valid Values: `true, false`

If set to `true`, the agent does not have to click the Answer button to answer an incoming sms interaction.
Changes take effect: at the next interaction.

auto-open

Default Value: `false`
Valid Values: `true, false`

When set to `true`, this option enables the agent to open a ringing interaction automatically without sending the `answer` request. The agent can preview the interaction details before deciding to accept the interaction. The agent must click the batch icon to accept the interaction.

If the value is set to `true`, the agent can preview interactions without accepting them. Interactions are opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to accept the interaction.

If the value is set to `false`, interactions are not opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to open the interaction, and in doing so, the agent also accepts the interaction.
Changes take effect: at the next agent session.

auto-spell-check

Default Value: `false`
Valid Values: `true, false`

Specifies whether the text of a chat session is automatically spell-checked. If set to `true`, text is spell-checked. Supported languages are: U.S. English, British English, French, German, Spanish, Italian, Finnish, Dutch, Brazilian Portuguese, Portuguese, Swedish, Norwegian Bokmal, and Danish.
Changes take effect: immediately.

customer-wait-interval

Default Value: 5
Valid Values: `<Any positive integer>`

Specifies the number of seconds that must elapse before the `Customer Wait Time` icon progresses to the next level for Short Message Service (SMS) interactions.
Changes take effect: at the next interaction.

display-mode

Default Value: 1
Valid Values: 0, 1, or 2

Enables you to select the display mode for the Short Message Service (SMS) transcript from among three styles (refer to the style section for information on how to customize colors).
Changes take effect: at the next panel refresh/display.

navigation-bar-label

Default Value: ""(an empty string)
Valid Value: String that contains field codes: `<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData ("attached_data_name")>`

Specifies the display of predefined data in the navigation bar.

If the value of the option is set to an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

new-message-bell

Default Value: ""
Valid Values: `<specific wav file name>`, ""

Specifies the sound played when an Short Message Service (SMS) session is updated by one of the session members. The sound is stored in a .wav file that resides in the following location:
`<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

outbound-subject-max-chars

Default Value: 25
Valid Values: `<any integer value>`

Specifies the maximum number of characters from the SMS message that are used create the message subject.
Changes take effect: at the next interaction.

qa-review-skill-name

Default Value: ""
Valid Values: ⟨any valid skill name⟩, ""

Specifies whether or not all outgoing SMS from agents that have the specified skill are first sent for QA review.
Changes take effect: Immediately.

ringing-bell

Default Value: ""
Valid Values: ⟨specific wav file name⟩, ""

Specifies the sound that is played when an Short Message Service (SMS) interaction is flashing in the navigation bar. The sound is stored in a wav file that resides in the following location:
⟨installation-path⟩\webapps\gdesktop\common\sound\.
Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: -1
Valid Values: -1, 0, ⟨any positive integer⟩

Specifies the minimum duration of the Short Message Service (SMS) ringing bell. A wav file is played for the time specified, even if the call is answered before the duration is reached. The wav file is played, even if the chat is configured in auto-answer mode.

The value -1 indicates that there is no minimum time; the wav file is stopped as soon as the call is answered. The value 0 disables the ringing bell. Any other positive integer specifies the minimum duration, in milliseconds, of the ringing bell.
Changes take effect: at the next agent session.

send-back-number<n>

Default Value: None
Valid Values: ⟨any phone number or extension⟩

Enables you to configure one to *n* From-number menu options, where *n* is the index of the menu entry. The send-back-number*n* options that you define appear as a drop-down menu in the From field of an outbound Short Message Service (SMS). The menu enables the agent to specify what number to use in the From field. The variable *n* defines the order of the choices in the menu.

For example, if you create the following options and values:

    send-back-number0=2002

    send-back-number1=3003

    send-back-number2=1001

then the outbound SMS From field will contain the following drop-down list:

    2002

`3003`

`1001`

If you define one or more `send-back-number`*n* options, then the `To` field number from the corresponding inbound SMS is added to the drop-down menu if the number is not previously set by this option.

If no `send-back-number`*n* option is defined, then the outbound SMS `From` field becomes a user-editable input field. For a new outbound SMS, this field is empty. For a reply, this field contains the `To` field number from the corresponding inbound SMS.
Changes take effect: at the next panel refresh/display.

show-on-new-message

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether or not the application window is opened when an agent receives an SMS message from a contact.

Changes take effect: at next agent session.

show-on-ringing

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether or not the application window is opened when a ringing interaction arrives on the agent's desktop.

Changes take effect: at next agent session.

sms-bundle

bundle

Default Value: `sms, smssession`
Valid Value: `⟨A comma separated list of media⟩`

Specifies the list of media that are included in this bundle. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at next agent session.

bundle-name

Default Value: `sms`
Valid Value: `⟨Any valid bundle name⟩`

Specifies the display name of the bundle that is used in the Login panel and the Agent Place Status panel.
Changes take effect: at next agent session.

statistic

gui-refresh-rate

Default Value: `30`
Valid Value: `<any integer (5 or higher)>`

Specifies the interval, in seconds, at which Genesys Desktop Server sends updates to the agents' browsers.
Changes take effect: at the next agent session.

Note: Setting this option to a value lower than `10` seconds can greatly degrade the performance of your server systems. When adjusting this option, always make small, incremental changes.

---

label<n>

Default Value: `none`
Valid Values: `<any string>`

The label of the counter as it is displayed in the desktop.

Changes take effect: at next agent session.

name<n>

Default Value: `none`
Valid Values: `<any valid counter name>`

The name of the counter as defined in the section names of the connected Stat Server configuration.

Changes take effect: at next agent session.

stat-refresh-rate

Default Value: `30`
Valid Values: `<any integer (3 or higher)>`

Specifies the interval, in seconds, at which Stat Server sends updates to the Genesys Desktop Server.
Changes take effect: at the next Genesys Desktop server restart.

Note: Setting this options to a value lower than `10` can greatly degrade the performance of your server systems. When adjusting this option, always make small, incremental changes.

---

type<n>

Default Value: `<none>`
Valid Values: `Agent, Queue, ""`

The type of object on which this counter must apply.

Changes take effect: at next agent session.

value-type<n>

Default Value: `<none>`
Valid Values: `counter, status, ""`

Specifies whether the statistic type is a `counter` or a `status`. If this option is not specified, then `counter` is used.

Changes take effect: at next agent session.

style

The `style` section provides a set of options that enable you to specify the look and feel of text elements in the Genesys Desktop interface. There are four modes that enable you to control the appearance of the Genesys Desktop interface (refer to the `appearance-modes` option).

Refer to "Configuring Text Size" on page 295 for information about configuring text size options in the Genesys Desktop interface.

appearance-modes

Default Value: `small,medium,large`
Valid Value: `small,medium,large,<custom mode>`

Specifies the modes to be displayed when an agent configures the appearance of Genesys Desktop—by opening the Preferences menu and selecting Settings > Display > Appearance > [Small Font Size | Medium Font Size | Large Font Size].

You can add custom modes or remove a standard mode; for example `appearance-modes` could be redefined as `small, large, huge`.

The default text sizes for the standard Large, Medium, and Small font size settings are configured by using the options in the following sections:

- `style-appearance-large`—See "style-appearance-large" on page 271 and "Configuring Text Size" on page 295.

- `style-appearance-medium`—See "style-appearance-medium" on page 271 and "Configuring Text Size" on page 295.

- `style-appearance-small`—See "style-appearance-small" on page 271 and "Configuring Text Size" on page 295.

Table 26 on page 296 contains the default point sizes for the appearance modes. Use this table as a guide if you want to change the default text sizes. Use the Valid Values of the corresponding options in the `style` section as a guide.

To create your own style custom appearance mode, you must define it by using the `appearance-modes` option, then create a new section named `style-appearance-x`, where `x` represents the name that you want to appear in the

`Appearance` menu. If you define the section `style-appearance-huge`, `Huge Font Size` is displayed as an option in the `Appearance` menu.

Refer to "Configuring Text Size" on page 295 for information about configuring text size options in the Genesys Desktop interface.

You can use an incremental suffix to extend the number of items in the list— refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

agent-text-chat-color

Default Value: `#717171`
Valid Value: `<any RGB code or hex color code>`

Specifies the color of the text of the nickname of the agent who is in the chat or Instant Message transcript area and in the participant list of the chat or Instant Message interaction area. This applies to messages that are sent by the agent who is logged in to the current desktop.
Changes take effect: at the next agent session.

client-text-chat-color

Default Value: `#BD945A`
Valid Value: `<any RGB code or hex color code>`

Specifies the color of the text of the nickname of the contact who is in the chat or Instant Message transcript area and in the participant list of the chat or Instant Message interaction area. This applies to messages that are sent by the contact.
Changes take effect: at the next agent session.

date-text-chat-color

Default Value: `#B4B4B4`
Valid Value: `<any RGB code or hex color code>`

Specifies the color of the text of the date for all messages that are in the chat or Instant Message transcript area.
Changes take effect: at the next agent session.

label-size

Default Value: `11`
Valid Values: `<11 to 17>`

Specifies the text point size for labels for drop-down lists.
Changes take effect: at the next agent session.

list-header-size

Default Value: `11`
Valid Values: `<11 to 17>`

Specifies the text point size for headings on tables of lists such as the Contact History.
Changes take effect: at the next agent session.

list-row-size

Default Value: `11`
Valid Values: `<11 to 17>`

Specifies the text point size for items on tables of lists such as the Contact History.
Changes take effect: at the next agent session.

menu-size

Default Value: `11`
Valid Values: `<11 to 17>`

Specifies the text point size for items in menus.
Changes take effect: at the next agent session.

message-text-chat-color

Default Value: `#717171`
Valid Value: `<any RGB code or hex color code>`

Specifies the color of the text for all messages that are in the chat or Instant Message transcript area.
Changes take effect: at the next agent session.

navigation-bar-label-size

Default Value: `9`
Valid Values: `<9 to 17>`

Specifies the text point size for items in the navigation bar.
Changes take effect: at the next agent session.

navigation-bar-width

Default Value: `68`
Valid Values: `<56 or higher>`

Specifies the width, in pixels, of the Genesys Desktop navigation bar.
Changes take effect: at the next agent session.

others-agent-text-chat-color

Default Value: `#717171`
Valid Value: `<any RGB code or hex color code>`

Specifies the color of the text of the nickname of other agents who are in the chat or Instant Message transcript area and in the participant list of the chat or Instant Message interaction area. This applies to messages that are sent by

agents who are logged in to their own desktop, and who are involved in a chat or Instant Message exchange on these desktops (for example, a conference).
Changes take effect: at the next agent session.

print-title-size

Default Value: 15
Valid Values: ⟨15 to 21⟩

Specifies the text point size for titles on the Print Preview.
Changes take effect: at the next agent session.

session-text-chat-color

Default Value: #C2A474
Valid Value: ⟨any RGB code or hex color code⟩

Specifies the color of the text of information messages that are in the chat or Instant Message transcript area, such as the ID of an agent or contact who has joined the session.
Changes take effect: at the next agent session.

small-label-size

Default Value: 9
Valid Values: ⟨9 to 17⟩

Specifies the text point size for the text of the warning in the About dialog box.
Changes take effect: at the next agent session.

statistic-bar-size

Default Value: 10
Valid Values: ⟨10 to 17⟩

Specifies the text point size for items that appear in the Statistics bar.
Changes take effect: at the next agent session.

status-bar-size

Default Value: 10
Valid Values: ⟨10 to 17⟩

Specifies the text point size for items in the Status bar.
Changes take effect: at the next agent session.

tab-size

Default Value: 11
Valid Values: ⟨11 to 17⟩

Specifies the text point size for tab labels.
Changes take effect: at the next agent session.

text-button-size

Default Value: `11`
Valid Values: `‹11 to 17›`

Specifies the text point size for button labels.
Changes take effect: at the next agent session.

text-color-disable

Default Value: `#848284`
Valid Value: `‹any RGB code or hex color code›`

Specifies the color of the text that is in the editable areas (e-mail, chat, Instant Message, notepad, and so on) that are used for the read-only parts.
Changes take effect: at the next agent session.

text-color-enable

Default Value: `#4A596B`
Valid Value: `‹any RGB code or hex color code›`

Specifies the color of the text that is in the editable areas (e-mail, chat, Instant Message, notepad, and so on) that are used for the parts that are not read-only.
Changes take effect: at the next agent session.

text-size

Default Value: `9`
Valid Value: `‹9 to 17›`

Specifies the size of the text that is in the editable areas (e-mail, chat, Instant Message, notepad, and so on), in pixels. For 7.6.1 and lower, Genesys recommends using values that are higher than `8` (otherwise, text is barely readable).
Changes take effect: at the next agent session.

vertical-line-marker-replied-email-width

Default Value: `1`
Valid Value: `‹any integer›`

Specifies the width, in pixels, of the vertical line marker that appears beside the quoted contents of the original e-mail in a reply e-mail. The vertical line indicates that the content to the right is quoted from the original e-mail.
Changes take effect: at the next panel refresh/display.

vertical-line-marker-replied-email-indentation

Default Value: `40`
Valid Value: `‹any integer›`

Specifies the indentation, in pixels, of the vertical line marker appears beside the quoted contents of the original e-mail in a reply e-mail. The vertical line indicates that the content to the right is quoted from the original e-mail.

Changes take effect: at the next panel refresh/display.

spell-check-options

display-lexicon-suggestions-first

Default Value: `false`
Valid Values: `true`, `false`

Description: Specifies whether compound words or dictionary words appear first in the list of spelling correction suggestions in the Spelling Check function. Where:

- `true`—Specifies that suggestions for dictionary words are displayed before suggestions for compound words in the correction suggestions list.
- `false`—Specifies that suggestions for compound words are displayed before suggestions for dictionary words in the correction suggestions list.

Changes take effect: at the next panel refresh/display.

enable-case-sensitive

Default Value: `false`
Valid Values: `true`, `false`

Description: Specifies whether spelling check is case-sensitive or not.
Changes take effect: at the next panel refresh/display.

enable-compound-words

Default Value: `deu,fin`
Valid Values: A comma-separated list of language codes from the following list: `dan`, `nld`, `usa`, `eng`, `fin`, `fra`, `deu`, `itn`, `nor`, `ptb`, `ptg`, `esp`, `sve`, `<language ID for custom dictionaries>`

Description: Enables the use of compound words in the Spelling Check function for the specified language(s). Where:

- `dan` = Danish
- `nld` = Dutch
- `usa` = English (U.S.)
- `eng` = English (International)
- `fin` = Finnish
- `fra` = French
- `deu` = German
- `itn` = Italian
- `nor` = Norwegian (Bokmal)
- `ptb` = Portuguese (Brazilian)
- `ptg` = Portuguese (Iberian)
- `esp` = Spanish

- `sve` = Swedish

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .

Changes take effect: at the next panel refresh/display.

spell-language

Default Value: `eng`

Valid Value: `dan, nld, usa, eng, fin, fra, deu, itn, nor, ptb, ptg, esp, sve, <language id for custom dictionaries>`

Enables you to define the default language for Spelling Check for all agents. Where:

- `dan` = Danish

- `nld` = Dutch

- `usa` = English (U.S.)

- `eng` = English (International)

- `fin` = Finnish

- `fra` = French

- `deu` = German

- `itn` = Italian

- `nor` = Norwegian (Bokmal)

- `ptb` = Portuguese (Brazilian)

- `ptg` = Portuguese (Iberian)

- `esp` = Spanish

- `sve` = Swedish

Changes take effect: at the next panel refresh/display.

style-appearance-large

Refer to "Configuring Text Size" on for information about configuring text size options in the Genesys Desktop interface.

style-appearance-medium

Refer to "Configuring Text Size" on for information about configuring text size options in the Genesys Desktop interface.

style-appearance-small

Refer to "Configuring Text Size" on for information about configuring text size options in the Genesys Desktop interface.

supervisor

agent-reasons-range

Default Value: `-1`
Valid Values: `-1, 0 <any positive integer>`

Specifies the notification rate of the `Agent_Reasons` statistic that triggers a notification to the supervisor that an agent has entered a specific Not-Ready state. The value is in seconds.

If the value `-1` is specified, then notification is instantaneous. This can result in a loss of performance due to a potentially high notification rate.
Changes take effect: at the next Genesys Desktop server restart.

Note: If the option is absent or an out-of-range value is specified, then a value of `-1` is used.

---

auto-save-filter

Default Value: `false`
Valid Values: `true, false`

Defines whether filter and sorting configurations are saved automatically for a view. If set to `true`, filtering or sorting are applied to the view and are restored if the view is reopened.
Changes take effect: immediately.

calculated-statistics-enable

Default Value: `false`
Valid Values: `true, false`

Enables or disables calculated statistics (calculated by a formula inside GSD).
Changes take effect: at the next Genesys Desktop server restart.

clear-stats-on-disconnect

Default Value: `true`
Valid Values: `true, false`

Turns the clearing of statistics off or on if Statistics Server disconnects. If this option is set to `false`, statistics are not set to `n/a` if Statistics Server becomes disconnected from Genesys Supervisor Desktop; the statistics will retain the last available values. If this option is set to `true`, the values of statistics are set to n/a if Statistics Server becomes disconnected from Genesys Supervisor Desktop.
Changes take effect: immediately.

Note: Setting this option to `false` decreases the time to handle a disconnection event from Statistics Server.

---

dashboard-fast-load

Default Value: `true`
Valid Values: `true`, `false`

Controls how fast the dashboard loads. For slower networks, you can delay the load of the dashboard until all dashboard icons have loaded. If set to `true`, the dashboard is loaded instantly. If set to `false`, the dashboard is loaded only after all dashboard icons are loaded.
Changes take effect: at the next supervisor session.

default-access-group

Default Value: `"Users"`
Valid Values: `<any string>`, `""`;

Enables you to set the default access group, which is the access group in which Genesys Supervisor Desktop will place any newly created `Person` objects.

If the value is set to blank (`""`), then Genesys Supervisor Desktop does not place the newly created `Person` object into any access group.
Changes take effect: immediately.

Notes: Supervisors that are created by using Genesys Desktop must be added to the appropriate access group by using Configuration Manager. Alternatively, you can change the default value of this option to add all agents and supervisors that have been created using Genesys Desktop to the configured access group.

You must coordinate the value of this option with the value of the Configuration Server 7.6 `no-default-access` option (see "Setting the Default User Access Group" on page 84).

Warning! Do not set this option to the value `Administrators`. If you do, all newly created agents will have privileges for modifying objects.

---

default-filter-dialog

Default Value: `basic`
Valid Values: `basic`, `advanced`

Specifies whether the Filter dialog box opens in basic view or advanced view.

In large environments, the basic view drop-down menus might have very long lists of values, which could result in long load times to populate these menus.
Changes take effect: at the next supervisor session.

filter-auto-update

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether Genesys Supervisor Desktop notifies the supervisor about changes in filtered views by displaying a message in the status bar. Based on this notification, the supervisor can apply a refresh to see updates.
Changes take effect: at the next supervisor session.

gui-event-max-size

Default Value: `32000`
Valid Value: `<any value from 3 to 2`^{15}`>`

Specifies the event queue threshold. Events contain information about changes to objects that are monitored by the supervisor—for example, agent name, status, and so on. The event queue must reach the threshold size before the server sends the cached events to the client.

A low value reduces the amount of time between updates. However, a low value also increases the number of communication events between the server and the client.

Genesys recommends that you do not set a value lower than the default value, because this adversely affects application performance.
Changes take effect: at the next supervisor session.

gui-refresh-rate

Default Value: `10`
Valid Value: `<any integer from 2 to 30 inclusively>`

Specifies the interval, in seconds, at which Stat Server sends updates to end users. Setting this option to a value lower than `10` seconds can greatly degrade the performance of your server systems. When adjusting this option, always make small, incremental changes.
Changes take effect: at the next supervisor session.

hidden-annex-options

Default Value: `""`
Valid Values: A comma-separated list of valid options. The asterisk character is supported as a wildcard character.

The Annex Editor interface enables the supervisor to access the configuration server from Genesys Supervisor Desktop. Use this option to hide specific options from the supervisor (for example, passwords and personal numbers).
Changes take effect: immediately.

hidden-annex-sections

Default Value: `""`
Valid Values: A comma-separated list of valid sections. The asterisk character is supported as a wildcard character.

The Annex Editor interface enables the supervisor to access the configuration server from Genesys Supervisor Desktop. Use this option to hide specific

sections, and associated options, from the supervisor (for example, passwords and personal numbers).
Changes take effect: immediately.

hide-icons

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether or not incorrect icons are automatically removed from the dashboard. A value of `true` causes incorrect icons to be automatically removed from the dashboard. A value of `false` means that the agent must manually remove incorrect icons.
Changes take effect: at the next supervisor session.

interaction-age-refresh-rate

Default Value: `-1`
Valid Values: `<any integer value>`

The refresh rate, in seconds, of snapshots of age statistics (`PlacedInQueueAtAge` and `ReceivedAtAge`). Negative values mean that the snapshots are not refreshed.
Changes take effect: at the next Genesys Desktop server restart.

> **Warning!**   Values between `0` and `20` may lead to performance degradation, depending on your hardware configuration, and may also result in problems on the server or in the browser.

interaction-calculate-permissions

Default Value: `false`
Valid Values: `true`, `false`

For supervisors, this option controls whether interactions are also invisible when they are placed in queues that are invisible. If set to `true`, then permissions are taken into account and these interactions are invisible.
Changes take effect: at the next Genesys Desktop server restart.

interaction-case-sensitive-search

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether interaction searches are case-sensitive.
Changes take effect: at the next Genesys Desktop server restart.

interaction-command-pool-size

Default Value: `10`
Valid Values: `<any positive integer from 1-50>`

Specifies how many interaction commands can be in a parallel run.
Changes take effect: at the next panel refresh/display.

interaction-equals-search

Default Value: `false`
Valid Values: `true, false`

Specifies whether a search of interactions uses the `contains` operator or the `equals` operator. The `equals` operator typically returns results faster with fewer hits.
Changes take effect: at the next Genesys Desktop server restart.

interaction-management-enabled

Default Value: `true`
Valid Values: `true, false`

Specifies if interaction management is enabled.
Changes take effect: at the next Genesys Desktop server restart.

interaction-max-open

Default Value: `5`
Valid Values: `<any positive integer>`

Specifies the maximum number of interactions that a supervisor can open concurrently.
Changes take effect: immediately.

interaction-refresh-rate

Default Value: `20`
Valid Values: `<any integer value>`

The refresh rate, in seconds, of snapshots of current interaction activity. Negative values mean that the snapshots are not refreshed.
Changes take effect: at the next Genesys Desktop server restart.

Warning! Values between `0` and `20` may lead to performance degradation, depending on your hardware configuration, and may also result in problems on the server or in the browser.

---

interaction-show-workbins

Default Value: `false`
Valid Values: `true, false`

Enables you to specify whether the All Interactions view includes items that have been moved to workbins. If set to `true`, the All Interactions view displays items that have been moved to workbins. If set to `false`, the All Interactions view does not display items that have been moved to workbins.
Changes take effect: at the next supervisor session.

monitored-chat-max

Default Value: `0`

Valid Values: `<any integer value>`

Specifies the maximum number of chat interactions that a supervisor can monitor. If the value is set to `0`, there is no limitation.
Changes take effect: immediately.

load-script-delay

Default Value: `-1`
Valid Values: `-1`, `<any positive integer>`

Defines the delay for a script to be loaded, thereby decreasing CPU usage. A value of `-1` specifies no delay before a script is loaded. Any positive integer that is greater than `0` specifies the delay time, in milliseconds, before a script is loaded.
Changes take effect: at the next Genesys Desktop server restart.

routing-enabled

Default Value: `1`
Valid Values: `0`, `1`

Specifies whether or not Genesys Supervisor Desktop shows routing interactions in interaction views. If the value `1` is specified, all interactions are shown. If the value `0` is specified, only queue interactions are shown.
Changes take effect: immediately.

silent-monitor-mode

Default Value: `mute`
Valid Values: `normal`, `mute`

Specifies the silent monitoring mode for subscription to the SIP Server media stream for voice, Instant Messaging, and chat interactions. A value of `normal` mutes the supervisor connection, but there may be an audible warning. A value of `mute` mutes the supervisor connection without an audible warning. Changes take effect for the next `TMonitorNextCall` request that is issued.
Changes take effect: immediately.

sip-dn-release-calls-on-logout

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether calls are released when the SIP DN is logged out.
Changes take effect: at the next Genesys Desktop server restart.

skill-update-reason-attribute

Default Value: `""`
Valid Values: `<any valid name of a Business Attribute>`

Specifies the Business Attribute that is used to populate the drop-down list that is related to the reason field (refer to the description of the `skill-update-reason-enabled` option). If this option is empty, a simple text field is displayed

to the supervisor instead of a drop-down list. The `Display Name` that is specified by the Business Attribute can be used to replace the default related label.
Changes take effect: at the next panel refresh/display.

skill-update-reason-enabled

Default Value: `false`
Valid Values: `true`, `false`

Specifies whether the `Reason` field is displayed for supervisor panels that are related to skill updates. The reason is only available in the Interceptor API context. The related information that is filled is available in the `reason` property that is related to the `SKILL_AUDIT` action.
Changes take effect: at the next panel refresh/display.

slice-default-size

Default Value: `40`
Valid Values: `<any positive integer greater than zero>`

The default size of the slice of the list of objects (agents, interactions, and so on) in any view. Values less than `1` are considered to be `1`. Values greater than the value of `slice-max-size` are considered to be equivalent to the value of `slice-max-size`. You can override the default slice size in the Genesys Supervisor Desktop interface.
Changes take effect: at the next Genesys Desktop server restart.

Warning! A slice size greater than 200 may lead to performance degradation, depending on your hardware configuration, and may also result in problems on the server or in the browser.

---

slice-max-size

Default Value: `200`
Valid Values: `<any positive integer greater than zero>`

The maximum size of the slice of the list of objects (agents, interactions, and so on) in any view. Values less than `1` are considered to be `1`.
Changes take effect: at the next Genesys Desktop server restart.

Warning! A slice size greater than 200 may lead to performance degradation, depending on your hardware configuration, and may also result in problems on the server or in the browser.

---

spam-enabled

Default Value: `0`
Valid Values: `0, 1`

This option enables (if it is set to `1`) or disables (if it is set to `0`) the Spam Management feature in Genesys Supervisor Desktop. Changes take effect after restart.

Changes take effect: at the next Genesys Desktop server restart.

stat-delay

Default Value: `-1`

Valid Values: `-1`, `<any positive integer>`

Defines the delay for the subscription of statistics, thereby decreasing CPU usage. A value of `-1` specifies no delay of statistic subscription. Any positive integer that is greater than `0` specifies the delay time, in milliseconds, before a statistic is subscribed to.

Changes take effect: at the next Genesys Desktop server restart.

stat-enable

Default Value: `true`

Valid Values: `true`, `false`

Enables or disables subscription to statistics from Stat Server. Improves the performance of Genesys Supervisor Desktop when statistic subscriptions and thresholds are enabled. If this option is set to `true`, statistics are enabled. If this option is set to `false`, statistics are disabled.

Changes take effect: at the next Genesys Desktop server restart.

stat-event-queue

Default Value: `noqueue`

Valid Values:

`""`	Specifies that the statistics queue is enabled. All statistic events are handled.
`noqueue`	Specifies that the statistics queue is disabled and all statistic events are handled without a separate queue. The statistics remain available. This value is used when the option is absent.

`cs=true;s=x`	Specifies that statistic events that are held in the statistics queue are cut if the number of statistic events in queue exceeds the specified quantity. The parameter *x* represents the cut-off size of the queue. For example, if the value `cs=true;s=1000` is specified, no more than 1000 statistics events are allowed in the statistics queue. Additional statistics events are rejected by the queue. This setting is useful to prevent the overflow of the statistic queue when the quantity of statistic events is large.
`ct=true;t=y`	Specifies that statistic events that are held in the statistics queue are cut if they have been in the queue for an interval that exceeds the value that is specified by the `t=<i>y` parameter, if the notification mode of the statistic is time-based. For example, if the value `ct=true;t=2` is specified, all statistics that employ time-based notification mode and that have been in the statistics event queue for more than 2 seconds are removed from the queue. Statistics that employ change-based notification mode remain in the queue.

This option prevents Genesys Supervisor Desktop from disconnecting from Statistic Server if the statistic handling rate inside Genesys Supervisor Desktop is too slow. It controls a component that uses the queue to handle statistics events. Use this option to control the use of the queue for statistics events.

The `ct` and `cs` parameters can be combined. If you specify the value `cs=true;s=10000;ct=true;t=5;` then the maximum size of the statistics queue is 10000 events and no event that employs time-based notification mode can remain in the queue for more than 5 seconds. Use the `;` (semi-colon) character to separate parameters.
Changes take effect: at the next Genesys Desktop server restart.

stat-management

Default Value: ""
Valid Values:

`""`	No change in the behavior of statistic subscription and notification.
`<statistic id>=-1`	Disables subscription and notification for the statistic. The change of status to or from this state takes effect upon restart.
`<statistic id>=0`	Subscribes to the statistic but suspends notification until the state is changed to 1. Changes take effect immediately.
`<statistic id>=1`	Subscription and notification are enabled. Changes take effect immediately.

Use this option to decrease the number of notifications and resume suspended statistics more quickly. The value of this statistic is a list of tokens separated by a semi-colon (";"). Each token describes the statistic ID and the status of the

statistic. The tokens behave as switches; they enable you to turn subscription and notification on and off for specific statistics.
Changes take effect: at the next Genesys Desktop server restart.

stat-on-request

Default Value: `false`
Valid Value: `true`, `false`

Enables you to improve the performance of Genesys Supervisor Desktop. If it is set to `true`, then Genesys Supervisor Desktop initializes each statistics only when it is requested. If set to `false`, the original behavior of Genesys Supervisor Desktop is used. All statistics are initialized, enabling small environments to have quick access to views.
Changes take effect: at the next Genesys Desktop server restart.

stat-refresh-rate

Default Value: `6`
Valid Value: `<any integer from 2 to 30 inclusively>`

Specifies the interval, in seconds, at which Stat Server sends updates to the Genesys Desktop Server. Setting this options to a value lower than `6` can greatly degrade the performance of your server systems. When adjusting this option, always make small, incremental changes.
Changes take effect: at the next Genesys Desktop server restart.

stat-reporting

Default Value: `debug;30`
Valid Value: `<log-level>;<refresh-rate>`
The first component of the value is `<log-level>`. The log-levels are `debug`, `info`, `warn`, and `fatal`. The second component of the value is `<refresh-rate>`. The refresh-rate is the interval, in minutes, between report dumps.
Changes take effect: immediately.

stat-threads

Default Value: `0`
Valid Value: `-1;0, <any positive integer>`
Enables you to turn on/off multithreading handling and to configure the number of threads for multithreading handling.

-1	The quantity of threads that are handled is equal to the number of processors on the host.
0	Multithreading is off. Only single thread handling is used.
<Any Positive Integer>	The number of threads to be used.

Changes take effect: immediately.

supervisor-data-reloading

Default Value: `false`
Valid Value: `true;false`
Enables you to manage the updating object set changes.
If set to `true`, additions or deletions of object sets made in one instance of Genesys Desktop Server are visible immediately. If set to `false`, additions or deletions of object sets made in one instance of Genesys Desktop Server are visible after a manual refresh.
Changes take effect: immediately.

thresholds-enable

Default Value: `true`
Valid Values: `true, false`

Enables or disables calculation of thresholds. Disabling the calculation of thresholds increases performance and decreases CPU usage, without affecting the subscription of statistics from Stat Server. If this option is set to `true`, thresholds are calculated. If this option is set to `false`, thresholds are not calculated.
Changes take effect: at the next Genesys Desktop server restart.

time-in-state-range

Default Value: `-1`
Valid Values: `-1, <any positive integer >0>`

Specifies the notification rate of the `Time_in_Current_State` statistic that triggers a notification to the supervisor that an agent has been in a Not-Ready state. The value is in seconds. If the value `-1` is specified, then the notification frequency is set to a default value of `6` seconds.
Changes take effect: at the next Genesys Desktop server restart.

Note: If the option is absent or an out-of-range value is specified, then a value of `-1` is used.

voice

a4400-custom-substitute-mode

Default Value: `false`
Valid Values: `true, false`

Enables the creation of a virtual position DN upon agent login. The virtual DN is substituted for the extension DN.
Changes take effect: at the next Genesys Desktop server restart.

active-interaction-mode

Default Value: `false`

Valid Values: `true, false`

Applies if there are several active voice interactions on the desktop (one established, the others held). If this option is set to `true`, the desktop automatically retrieves an on-hold call as soon as the agent selects its icon, and puts the current interaction on hold.
Changes take effect: immediately.

auto-answer

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, the agent does not have to click the `Answer` button to answer a phone call.
Changes take effect: at the next interaction.

auto-open

Default Value: `false`
Valid Values: `true, false`

Enables the agent to open a ringing interaction automatically without sending the `answer` request. The agent can preview the interaction details before deciding to accept the interaction. The agent must click the batch icon to accept the interaction.

If the value is set to `true`, the agent can preview interactions without accepting them. Interactions are opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to accept the interaction.

If the value is set to `false`, interactions are not opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to open the interaction, and in doing so, the agent also accepts the interaction.
Changes take effect: at the next agent session.

Note: This option can be overwritten on the `Agent` object in the Configuration Layer.

clean-dialed-phone-number

Default Value: `false`
Valid Values: `true, false`

If set to `true`, all spaces in phone numbers are removed in make call, transfer, and conference actions. If set to `false`, spaces are not removed.
Changes take effect: immediately.

click-to-dial-auto-make-call-expression

Default Value: `.*`

Valid Values: `<regular expression>`

Defines the regular expression that specifies the type of phone number to be applied to a `make call`. By default, all types of phone numbers are applicable to auto make call.
Changes take effect: immediately.

click-to-dial-included-chars

Default Value: `0123456789#*`
Valid Values: `<any string>`

Specifies the list of supported characters for phone numbers. This option enables you to filter phone numbers that have been extracted from a Chat, SMS session, or Instant Message interaction transcript so that they contain only the specified characters.
Changes take effect: immediately.

cpn-digits

Default Value: `""`
Valid Values: `<any callable number>`

Applies the `CPNDigits` extensions attribute to outbound calls that are made from the Genesys Agent Desktop. The value that is specified for this option is used on `MakeCall` to change the phone number that is displayed to the customer. The option can be defined or set in the `Option` tab of the Genesys Desktop `application` object, or in the `Annex` tab of the `Person` object by using the same section/option structure. The value defined in the `Person` object overrides the option that is specified in the `application` object.
Changes take effect: immediately.

cpn-digits-target

Default Value: `make-call`
Valid Values: `make-call`, `transfer`, `conference`

For the listed actions, the `CPNDigits` extension is filled with the digits defined by the cpn-digits option.
Changes take effect: immediately.

disconnect-mode

Default Value: `keep`
Valid Values:

`keep`	No action on the voice DN. It remains in the login status (matching GCN Web 6.5 behavior).
`logout`	Applies `RequestLogout` on the voice DN.
`logout-conditional`	Applies `RequestLogout` on the voice DN only if there is no active voice interaction on the desktop.

Determines how Genesys Desktop responds when an agent closes the browser by clicking the close (x) button.

Changes take effect: immediately.

dms-last-digits

Default Value: `-1`
Valid Value: `⟨any positive integer⟩`

(Applies to the Nortel Communication Server 2000 (DMS 100) switch only) Specifies how many digits should be kept at the end of a DN number to obtain its dialable number. For example, if the DN number is `1001234567` and this option is set to `4`, this DN is `4567`. If the value is `-1`, or if the resulting transformation does not provide a correct number, the original DN number is used.
Changes take effect: at the next Genesys Desktop server restart.

enable-auto-markdone-on-transfer

Default Value: `true`
Valid Values: `true`, `false`

If this option is set to `false`, enables an agent to mark an interaction as `Done` if the call is transferred to another agent. This action then enables the first agent to complete wrap-up activity for the interaction after the transfer is complete.
Changes take effect: immediately.

enable-dn-password-storage

Default Value: `false`
Valid Values: `true`, `false`

If this option is set to `true`, the password of the DN / Agent Login (switch resource) can be stored as a cookies to make subsequent login easier.
Changes take effect: at the next agent session.

enable-open-without-valid-channel

Default Value: `false`
Valid Values: `true`, `false`

If this option is set to `true`, the agent browser window will open if login to the voice channel fails, and no other channels or capabilities, such as multimedia or supervisor, are activated.

This option is not applicable for places that do not have a voice DN.
Changes take effect: at the next agent session.

extrouter-trsf

Default Value: `true`
Valid Values: `true`, `false`

If this option is set to `false`, deactivates the external routing mechanism for data and conference transfers from one agent to another.
Changes take effect: immediately.

login-work-mode

Default Value: `unknown`
Valid Values: `unknown, auto-in, manual-in`

Specifies the workmode that is applied when the voice DN logs in. If this option is set to `auto-in`, the agent is automatically in `ready` status.

If this option is set to `manual-in`, the agent must manually activate `ready` status.

To determine whether your switch supports the workmode, refer to the *Deployment Guide* of the relevant T-Server.
Changes take effect: at the next agent session.

max-handle-time-key

Default Value: `""`
Valid Value: `<any string>`

Contains a string that can be used to get a particular attached data from the voice interaction. This attached data should contain a numeric value that describes the optimum handle time (in seconds) in which to handle this interaction. This value is used to display a visual gauge in the navigation bar icon.
Changes take effect: at the next interaction.

Note: You are responsible for setting this attached data, either in your routing strategy or by using Genesys Desktop customization.

max-redial

Default Value: `10`
Valid Values: `0, <any positive integer>`

Determines the number of the contact phone number that is stored in the redial option of the agent desktop.

If this option is set to `0`, the redial feature is disabled.
Changes take effect: at the next agent session.

max-speeddial

Default Value: `15`
Valid Values: `0, <any positive integer>`

Determines the number of speed-dialing numbers that are labeled in the speed-dialing key option of the agent settings.

If this option is set to `0`, the speed-dial feature is disabled.
Changes take effect: at the next agent session.

navigation-bar-label

Default Value: `""`

Valid Values: String that contains the following field codes:
`<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`,
`<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`,
`<Interaction.AttachedData("attached_data_name")>`

Displays predefined data in the navigation bar.

If the value is an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

override-queue-on-login

Default Value: `true`
Valid Values: `true, false`

Used if an agent is already logged in to a voice queue, and then logs in to a second voice queue that uses the same DN, without logging out of the first queue.

If this option is set to `true`, the agent is logged out of the first queue and then logged in to the second queue. If this option is set to `false`, then backward-compatibility mode is used.
Changes take effect: at the next agent session.

ringing-bell

Default Value: `""`
Valid Values: `<specific wav file name>, ""`

Specifies the sound that is played when a voice interaction is flashing in the navigation bar. The sound is stored in a `wav` file that resides in the following location:

`<installation-path>\webapps\gdesktop\common\sound\`
Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`
Valid Values: `-1, 0, <any positive integer>`

Configures the minimum duration of the ringing bell for all media. A `wav` file is played for at least the time that is specified, even if the call is answered before the duration is reached. The `wav` file is played, even if the particular interaction type is configured in auto-answer mode.

The value `-1` indicates that there is no minimum time; the `wav` file is stopped as soon as the call is answered. The value `0` disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell, in milliseconds.
Changes take effect: at the next agent session.

show-on-preview

Default Value: `false`

Valid Values: `true, false`

Opens the application when a preview interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

show-on-ringing

Default Value: `false`
Valid Values: `true, false`

Opens the application when a ringing interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

sip-dn-less-login-locations

Default Value: ""
Valid Values: A comma-separated list of switches that support SIP DN-less login.

Enables the agent, at login, to specify a remote number to which the switch can route calls, but which is not a DN on the switch. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next agent session.

sip-gateway-host

Default Value: ""
Valid Value: Any valid DNS host name.

Specifies the host of the SIP Gateway that is used to route calls to agents that are logged in using the SIP DN-less option.
Changes take effect: at the next agent session.

sip-gateway-port

Default Value: ""
Valid Value: Any positive integer that represents a valid DNS port number.

Specifies the port of the SIP Gateway that is used to route calls to agents that are logged in using the SIP DN-less option.
Changes take effect: at the next agent session.

sip-push-video-locations

Default Value: ""
Valid Values: A comma-separated list of switches that support SIP push-video.

Specifies the switch(es) that support(s) the SIP push-video functionality. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: at the next panel refresh/display.

sip-recording-locations

Default Value: `""`

Valid Values: A comma-separated list of switches that support SIP recording

Enables or disables the ability to record voice interactions for calls that are handled by SIP Server. If this option is set to the name of a switch where SIP recording is enabled, a record button is displayed on the interaction toolbar. The agent clicks the button to toggle recording on and off.

On SIP Server, `gcti::record` must be configured in the SIP Server DN list, and the call must be `Established` before recording can begin.

Voice recording is modeled in SIP Server by a conference with customer and party `gcti::record`. The Genesys Agent Desktop does not show the `gcti::record` party as a regular party the agent is talking to; instead, it uses it internally to set the status of the record button. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

split-consult

Default Value: `false`

Valid Values: `true, false`

If set to `true`, then after an agent initiates a transfer or a conference, the consult call appears as a new interaction in the agent's batch navigation. If, for any reason, a contact hangs up during a consult call, the agent can mark the outbound interaction as `done`.
Changes take effect: at the next interaction.

use-login-queue-on-logout

Default Value: `true`

Valid Values: `true, false`

Specifies whether or not the queue that is used on login should be used for the queue on logout. For Alcatel 4400/OXE switch, set this option to `false` to complete supervisor logout.
Changes take effect: immediately.

voice-routing-based-trsf

Default Value: `""`

Valid Values: A comma-separated list of items from the following list: `agent, acd-queue, routing-point`

Specifies a list of targets for which a routing based-transfer request will be performed when the option `voice-trsf-routing-points` is defined.

* If this option is set to blank (`""`), both agent-to-agent and agent-to-routing-point transfer relies on the transfer capabilities of T-Server.

- If this option contains the value `agent`, then agent-to-agent transfer relies on a routing strategy instead of on the transfer capabilities of T-Server.
- If this option contains the value `acd-queue`, then agent-to-acd-queue transfer relies on a routing strategy instead of on the transfer capabilities of T-Server.
- If this option contains the value `routing-point`, then agent-to-routing-point transfer relies on a routing strategy instead of on the transfer capabilities of T-Server.
- For target types of `skill` and `agent group`, routing based transfer is always used. The `voice-trsf-routing-points` option must be defined.

You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: immediately.

voice-trsf-routing-points

Default Value: ""
Valid Value: A comma-separated list of routing point names in the following format: `<dialable_number@switch>`

Specifies the Routing Points that are used as transfer and conference targets of voice calls to groups or skills. For more information, see "Voice or Media Transfer Modes" on page 84. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on page 198.
Changes take effect: immediately.

webcallback

See the `trsf-webcallback-target` option in the `intercommunication` section.

auto-answer

Default Value: `false`
Valid Value: `true`, `false`

Specifies whether an agent must click the `Answer` button to answer an incoming Web Callback interaction.
Changes take effect: at the next interaction.

auto-mark-done-on-cancel

Default Value: `false`
Valid Values: `true, false`

If this option is set to `true`, web callback interactions are automatically marked as `Done` if an agent clicks `Cancel` on the interaction interface. If this option is set to `false`, the capability is not enabled.
Changes take effect: immediately.

auto-open

Default Value: `false`
Valid Value: `true`, `false`

Enables an agent to open a ringing interaction automatically without sending the answer request. The agent can preview the interaction details before deciding to accept the interaction. The agent must click the batch icon to accept the interaction.

If set to `true`, the agent can preview interactions without accepting them. Interactions are opened automatically when a ringing interaction is received by the agent. The agent must click the batch icon to accept the interaction.

If set to `false`, interactions are not opened automatically when a ringing interaction is received by an agent. The agent must click the batch icon to open the interaction; clicking the batch icon accepts the interaction.
Changes take effect: at the next agent session.

call-result-values-attribute

Default Value: `""`
Valid Value: `<any valid name of a Business Attribute>`

The name of the Business Attribute that contains the attribute values that are used to populate the call result list. If this option is blank (""), the values for outbound campaign calls/interactions are used.
Changes take effect: at the next panel refresh/display.

cancel-queue

Default Value: `""`
Valid Value: `<any valid interaction queue name>`

Specifies the name of a queue where interactions are pushed if an agent clicks `Cancel`. The interaction waits for the system cancel strategy.
Changes take effect: immediately.

complete-queue

Default Value: `""`
Valid Value: `<any valid interaction queue name>`

Specifies the name of a queue where interactions wait for post-processing after agents click `Mark Done` if no cancel or reschedule is required.
Changes take effect: immediately.

navigation-bar-label

Default Value: `""`
Valid Value: String that contains field codes: `<Contact.FirstName>`, `<Contact.LastName>`, `<Contact.FullName>`, `<Interaction.Voice.ANI>`, `<Interaction.Voice.DNIS>`, `<Interaction.AttachedData ("attached_data_name")>`

Displays predefined data in the navigation bar.

If the value of the option is set to an empty string, or if it is not defined in the section, Genesys Desktop uses the default value.
Changes take effect: at the next interaction.

park-queue

Default Value: ""
Valid Value: ⟨any valid interaction queue name⟩

Enables an agent to transfer ownership of a web callback interaction to the transfer target when a proactive interaction voice call is transferred. The appropriate post-processing is then applied after the transfer target releases the call.
Changes take effect: immediately.

reschedule-default-duration

Default Value: 20
Valid Value: 0, ⟨any positive integer⟩

Specifies the default time value in minutes for which calls are resheduled.

If no value is specified, the first item in the reschedule-time drop-down list is selected.
Changes take effect: at the next panel refresh/display.

reschedule-durations

Default Value: 10, 20, 30, 40, 50, 60
Valid Value: ⟨Comma-separated list of ascending time intervals⟩

Specifies values in minutes that are displayed in the reschedule-time drop-down list. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .
Changes take effect: at the next panel refresh/display.

reschedule-queue

Default Value: ""
Valid Value: ⟨any valid Interaction Queue name⟩

Specifies the name of a queue in which the interaction waits for the system rescheduling strategy.
Changes take effect: immediately.

ringing-bell

Default Value: ""
Valid Values: ⟨specific wav file name⟩, ""

Specifies the sound that is played when a Web Callback interaction is flashing in the navigation bar. The sound is stored in a wav file that resides in the following location: ⟨installation-path⟩\webapps\gdesktop\common\sound\.

Changes take effect: at the next agent session.

ringing-bell-min-duration

Default Value: `-1`
Valid Values: `-1`, `0`, `<any positive integer>`

Configures the minimum duration of the ringing bell for Web Callback. A `wav` file is played for at least the time that is specified, even if the call is answered before the duration is reached. The `wav` file is played, even if the Web Callback is configured in auto-answer mode.

The value `-1` indicates that there is no minimum time; the `wav` file is stopped as soon as the call is answered. The value `0` disables the ringing bell. Any other positive integer specifies the minimum duration of the ringing bell, in milliseconds.
Changes take effect: at the next agent session.

show-on-ringing

Default Value: `false`
Valid Value: `true`, `false`

Opens the application when a ringing interaction arrives on the agent's desktop.
Changes take effect: at the next agent session.

workbin

<workbin name>

Default Value: `sender-recipient,subject,date,<Custom column heading from attached data>`
Valid Values: `<comma-separated list of column>`

Specifies the columns and column order that are displayed for a custom workbin. For the `<workbin name>` workbin, this option overrides the display order for column headings that is specified by the `default` option. Custom headings that are defined by Business Attributes in the attached data can be displayed by specifying the Business Attribute name in the comma-separated list of columns. For example, you could configure a Business Attribute that contains the name of the agent who put the item in the workbin, then specify the agent name attribute as one of the values for a column heading.
Changes take effect: at the next panel refresh/display.

default

Default Value: `sender-recipient,subject,date`
Valid Values: `<comma-separated list of column>`

Specifies the columns and column order that are displayed for Workbins. You can use an incremental suffix to extend the number of items in the list—refer to "List Based Options" on .

Changes take effect: at the next panel refresh/display.

Configuring an Icon to be Displayed for a Particular MIME Type

Icon images are used to represent MIME types for attachments to interactions. You can use application options to configure images for particular MIME types. MIME type means Multipurpose Internet Mail Extensions. MIME is an Internet standard that extends the format of e-mail and other messaging to support, among other things, non-text attachments.

In the `mime-type-image` section, you specify, as key, a MIME type and a value that is associated with the image file.

Image files are stored in the following location:
`<installation-path>\webapps\gdesktop\common\mimetype\`

The default item is default.gif. This is the default image that is used when there is no icon specified. If the default option is empty, then no icon is displayed for the specified MIME type.

You can specify MIME types and associated image files by creating options in the mime-type-image section. For example, for a PDF, you could specify `application/pdf` as the option name and `pdficon.gif`.

Table 25 provides an example of a configuration in the `mime-type-image` section. You can create any MIME type in this way that you require.

Table 25: MIME type options and associated values

Option name	Value
default	default.gif
application/x-zip-compressed	zip.gif
application/msword	doc.gif
plain/text	text.gif
application/pdf	pdf.gif
image/gif	gif.gif

Setting Text Colors

You can change the color of editable agent areas, using the following options in the `style` section of the `Options` tab:

- `agent-text-chat-color`
- `client-text-chat-color`
- `others-agent-text-chat-color`
- `text-color-enable`
- `text-color-disable`

For more details about these options, see "style" on page 265, which is one of the configuration options that is described in "Genesys Desktop Configuration Options" on page 197. The values of these options can take the form of a *name*, an *RGB* (red/green/blue) value, or a *hex code*. To find online references, where you can look up the RGB value or hex code that corresponds to a color that you want to use, type the phrase "`RGB value`" or "`hex code`" into a standard Web search engine. RGB values and hex codes are also listed in many HTML reference books, and in the printed or online documentation that is provided with many graphics applications.

Example   `Red` is the same as:

- `rgb(255,0,0)`.
- `rgb(100%,0%,0%)`.
- Hex code `#ff0000`.

Configuring Text Size

You can configure the size of the text elements in the Genesys Desktop interface by using the options in the `style` section. You can also enable agents to change the size of the text elements of their Genesys Desktop application by enabling and configuring the `appearance-modes` option.

The `appearance-modes` option specifies the modes to be displayed in the `Preferences` menu: Preferences > Settings > Display > Appearance > [Small Font Size | Medium Font Size | Large Font Size].

The default text sizes for the standard Large, Medium, and Small font size settings are configured by using the options in the following sections:

- `style-appearance-large`
- `style-appearance-medium`
- `style-appearance-small`

Table 26 contains the default point sizes for the appearance modes. Use this table as a guide if you want to change the default text sizes. Use the Valid Values of the corresponding options in the `style` section as a guide.

Table 26: Default option settings for text elements

Option	Default Size	Large Size	Medium Size	Small Size
label-size	11	16	14	11
list-header-size	11	16	14	11
list-row-size	11	16	14	11
menu-size	11	16	14	11
navigation-bar-label-size	9	14	12	9
navigation-bar-width	68	110	100	68
print-title-size	15	20	18	15
small-label-size	9	14	12	9
statistic-bar-size	10	15	13	10
status-bar-size	10	15	13	10
tab-size	11	16	14	11
text-button-size	11	16	14	11
text-size	9	14	12	9

You can add custom modes or remove a standard mode; for example `appearance-modes` could be redefined as `small, large, huge`.

To create your own style custom appearance mode, you must define it by using the `appearance-modes` option, then create a new section named `style-appearance-x`, where x represents the name that you want to appear in the Appearance menu. If you define the section `style-appearance-huge`, `Huge Font Size` is displayed as an option in the `Appearance` menu.

After you define a custom appearance mode, define the text sizes to be used by configuring the text size options that are shown in Table 26. Use this table as a guide if you want to change the default text sizes. Use the Valid Values of the corresponding options in the `style` section as a guide.

You must also add the `label` option to the `style-appearance-x` section:

label

Default Value: `<name that is appended to the style-appearance-x section name>`
Valid Values: `<name of custom appearance mode>`

Defines the name of the custom appearance that is to appear in the `Preferences` menu.

Changes take effect: at the next panel refresh/display.

Configuring the Person Annex

The following options can be used to configure Genesys Desktop agents for specific privileges. After you have configured the Genesys Desktop application, you can configure individual agents for specific privileges (see Configuring Genesys Desktop agents for specific privileges, page 87) such as supervisor, custom signatures, and Business Attributes media types (see "Business Attributes and Contact Metadata" on page 83).

Use the Person Annex Configuration options that follow to complete these specific agent configurations.

personalization

change-password-enabled

Default Value: `true`
Valid Values: `true`, `false`

Enables you to disable or enable the password modification capability from the Settings view. Setting this option in the Person Annex overrides the setting at the application level.

max-int-value

Default Value: `""`
Valid Values:

`""`	No restrictions on the number of interactions that can be moved to queue, up to the limit specified in the Interaction Server configuration.
`0`	No interactions can be moved to queue.
`<Any integer value from 1 to limit specified in the Interaction Server configuration>`	The maximum number of interactions that can be requested by a group to be moved to a queue. A request for more than this number is rejected. The quantity of interactions that can be moved to a queue are equal to or less than the value that is defined by this option.
`<Any other value or the option is absent>`	No restrictions on the number of interactions that can be moved to queue, up to the limit specified in the Interaction Server configuration.

Controls the number of interactions that can be simultaneously moved to a queue.

Notes: The value of this option can be set in Genesys Supervisor Desktop by using the Annex Editor in the agent's details.

The limit is set by the configuration of Interaction Server.

If a supervisor attempts to use a macro to move a number of interactions that exceeds the number that is specified by this option, the whole macro is rejected and the following error message is displayed: `You cannot execute this macro because you cannot move more than <option value> interactions to queue.` A similar message appears if the supervisor attempts to move more than the permitted number of interactions to queue: `You cannot move more than <option value> interactions to queue.`

---

security

Administrator

Default Value: `0`
Valid Values: `0`, `1`

If this option is set to `1`, an agent who has administrator privileges has access to the Administrative Tools of Genesys Desktop (see Chapter 6, "Administrative Tool for Genesys Desktop," on).

ChatBargeIn

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether Chat Barge In can be used. To enable this option, the `SupervisorMonitoring` option must be set to `1`.

ChatSilentMonitoring

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether Chat Silent Monitoring can be used. To enable this option, the `SupervisorMonitoring` option must be set to `1`.

ChatWhisperCoaching

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether Chat Whisper Coaching can be used. To enable this option, the `SupervisorMonitoring` option must be set to `1`.

SIPBargeIn

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether SIP Barge In can be used. To enable this option, the `SupervisorMonitoring` option must be set to `1`.

SIPSilentMonitoring

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether SIP Silent Monitoring can be used. To enable this option, the `SupervisorMonitoring` option must be set to `1`.

SIPWhisperCoaching

Default Value: `true`
Valid Values: `true`, `false`

Specifies whether SIP Whisper Coaching can be used. To enable this option, the `SupervisorMonitoring` option must be set to `1`.

Supervisor

Default Value: `0`
Valid Values: `0`, `1`

If this option is set to `1`, an agent who has supervisor privileges has access to the Draft E-mail Management features in the Agent component of Genesys Desktop.

SupervisorAdhoc

Default Value: `0`
Valid Values: `0`, `1`, `2`, `3`

- `0` `Disable permissions`. The supervisor cannot View, Move, Edit, or Terminate interactions.
- `1` `View only`. The supervisor can View interactions. The supervisor cannot Move, Edit, or Terminate interactions.
- `2` `Manage all`. The supervisor has full administrative privileges. The supervisor can View, Move, Edit, and Terminate interactions.
- `3` `Edit only`. The supervisor can View, Move, and Edit interactions. The supervisor cannot Terminate interactions. The supervisor cannot execute macros that contains the terminate operation; the whole macro is rejected with an error message. The `Terminate Interaction` menu items are disabled in both list and detail sections.

SupervisorExtended

Default Value: `0`
Valid Values: `0`, `1`, `2`, `10`

Applies to the Supervisor component of Genesys Desktop.

If this option is set to `0`, the user has no access to advanced supervisory features.

If this option is set to 1, the user can view objects.

If this option is set to 2, the user can perform the following tasks:

- View objects.
- Add objects.
- Edit objects.
- Delete objects.
- Change agents' passwords.

If this option is set to 10, the user can perform the following tasks:

- View objects.
- Add objects.
- Edit objects.
- Delete objects.
- Change agents' passwords.
- Set `Action Template` for user.
- Set `Quick Dashboard Template` for user.
- Change supervisor levels.
- Set `Threshold Template` for object.
- Set `E-mail Notification List` for object.
- Modify:
  - `Object Sets`
  - `View Templates`
  - `Statistics`
  - `Media Lists`
  - `Threshold Templates`
  - `E-mail Notification ListAction Templates`
  - `Quick Dashboard Template`

SupervisorMonitoring

Default Value: `0`
Valid Values: `0`, `1`

If this option is set to `0`, the user cannot monitor agent sessions for media that are enabled for monitoring.

If this option is set to `1`, the user can monitor agent sessions for media that are enabled for monitoring.

Note: For changes to this permission to take effect, a supervisor who is logged in must log out and login again.

Overriding Application Level Settings

Certain settings that you have made for all agents at the Application Level in the Configuration Layer can be overridden on the Agent object. The following options can be overridden:

chat

auto-answer

Default Value: `false`
Valid Values: `true`, `false`

If this option is set to `true`, the agent does not have to click the Answer button to answer a chat interaction.

contact

delete-contact-enabled

Default Value: `true`
Valid Values: `true`, `false`

If this option is set to `true`, the delete-contact operation is enabled for this agent.

merge-contact-enabled

Default Value: `true`
Valid Values: `true`, `false`

If this option is set to `true`, the merge-contact operation is enabled for this agent.

merge-this-interaction-enabled

Default Value: `true`
Valid Values: `true`, `false`

If this option is set to `true`, the merge-this operation (also called change contact) is enabled for this agent.

email

auto-answer

Default Value: `false`
Valid Values: `true`, `false`

If this option is set to `true`, the agent does not have to click the Answer button to answer an e-mail interaction.

multimedia

email-custom-workbins

Default Value: ""

Valid Value: `<any valid workbin name as defined in Business Process or in Configuration Manager>`

A list of workbins that is displayed in Agent workbins in addition to `Draft E-mail workbins` and the `Collaboration` workbin.

If this option is not specified, the system takes into account the values of `email-custom-workbins`.

If this option is specified, it is taken into account, even when the value that is specified is an empty string (""). The empty string means that there is no `workbin-custom` for the agent.

Note: The names of the workbins that are in this list cannot contain any commas.

---

media

Default Value: ""

Valid Value: `<any valid media name>`

A comma-separated list of values of media names. Media are defined in the Business Attributes Media Types. Those media are displayed in the agent login window.

open-media

auto-answer

Default Value: `false`

Valid Values: `true`, `false`

If this option is set to `true`, the agent does not have to click the `Answer` button to answer an open-media interaction.

Note: For specific open-media types, add a new section with the name of the open-media type, then add the `auto-answer` option to it.

---

signature

include-agent-name

Default Value: `false`

Valid Values: `true`, `false`

If this option is set to true, adds the agent's name in the signature at the end of an e-mail.

line1, line2....lineN

Default Value: ""
Valid Value: ⟨any string⟩

Defines the lines of an e-mail signature.

statistic

label<n>

Default Value: none
Valid Value: ⟨any string⟩

The label of the counter that is to be displayed on the desktop, where ⟨n⟩ represents the order number of the statistic in the ticker bar.

name<n>

Default Value: none
Valid Values: ⟨Any valid counter name⟩

The name of the counter as defined in the section names of the connected Stat Server configuration, where ⟨n⟩ represents the order number of the statistic in the ticker bar.

type<n>

Default Value: none
Valid Values: Agent, Queue

The type of object to which this counter must apply, where ⟨n⟩ represents the order number of the statistic in the ticker bar.

voice

auto-answer

Default Value: false
Valid Values: true, false

If this option is set to true, the agent does not have to click the Answer button to answer a phone call.

cpn-digits

Default Value: ""
Valid Values: ⟨any callable number⟩

Applies the CPNDigits extensions attribute to outbound calls made from the Genesys Agent Desktop. The value that is specified for the cpn-digits option is used on MakeCall to change the phone number that is displayed to the

customer. The option can be defined or set in the `Option` tab of the Genesys Desktop `application` object, or in the `Annex` tab of the `Person` object by using the same section/option structure. The value that is defined in the `Person` object overrides the option that is specified in the `application` object.

B

Troubleshooting Genesys Desktop

This appendix enables you to troubleshoot Genesys Desktop when certain situations or error messages occur. The text divides issues first by type, then a general troubleshooting section that provides you with suggestions that you can implement to avoid common problems.

This appendix includes the following sections:

Overview

The intent of this appendix is to guide you if you have to troubleshoot Genesys Desktop. The appendix divides issues into the following types:

- **Installation Issues**—Deals with unexpected behavior while installing Genesys Desktop or one of the required components.

- **Start-up Issues**—Deals with unexpected behavior while starting Genesys Desktop or starting to use Genesys Desktop. These issues may occur after you first install or upgrade.

- **Functional Issues**—Deals with features that appear not to be working properly or not working at all. This section highlights key configuration items that you may have missed during your initial configuration. The functional areas covered here mainly address Genesys Agent Desktop features.

- **Performance Issues**—Deals with application slow down or system freezes.

- **Network Issues**—Deals with server and browser disconnection issues.

- **General Troubleshooting**—Provides a list of items that you should check if you are experiencing unexpected behavior while using Genesys Agent Desktop.

Each issue is presented in the form of a short description, with a screen capture where appropriate, followed by one or more suggested solutions.

Installation Issues

During installation of Genesys Desktop and other components, you might receive error messages or installation failure.

Warning!   Be aware that changing your registry is risky. Back up your registry before making any changes. Then be careful when you are making changes. For more information about updating the registry and its potential impact on your computer, see see http://support.microsoft.com/kb/136393.

- Installation fails and you receive an alert message about JDK not being installed, even though you installed JDK 1.5:

    Genesys Desktop software cannot be installed on a Windows platform if you have JDK 1.5.0_11 installed on the machine.

    This problem is due to a known Sun Java issue:

    http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6520670

    To mitigate this issue, edit the Windows Registry as shown below:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.5]
"JavaHome"="<JDK installation path>"
"MicroVersion"="0"
```

    and:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.5.0_11]
```

```
"JavaHome"="<JDK installation path>"
"MicroVersion"="0"
```

instead of:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.5]
"JavaHome"="1"
"MicroVersion"="0"

[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.5.0_11]
"JavaHome"="1"
"MicroVersion"="0"
```

> **Note:** "`<JDK installation path>`" is the location where JDK 1.5.0 is installed.

- Installation fails and you receive an alert message about JDK not being installed, even though you installed JDK 1.6:

    Genesys Desktop software cannot be installed on a Windows platform if you have JDK 1.6.0_22 installed on the machine.

    This problem is due to a known Sun Java issue:

    `http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6520670`

    To mitigate this issue, edit the Windows Registry as shown below:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.6]
"JavaHome"="<JDK installation path>"
"MicroVersion"="0"
```

and:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.6.0_22]
"JavaHome"="<JDK installation path>"
"MicroVersion"="0"
```

instead of:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.6]
"JavaHome"="1"
"MicroVersion"="0"

[HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Development Kit\1.6.0_22]
"JavaHome"="1"
"MicroVersion"="0"
```

> **Note:** "`<JDK installation path>`" is the location where JDK 1.6.0 is installed.

Start-up Issues

Tomcat

You may experience some of these unexpected behaviors if you are using a Tomcat servlet container:

- The Genesys Desktop console window closes immediately, and a log file is not created.

    To enable you to see any error messages generated by the `start.bat` process before Genesys Desktop is begins running, add the following line at the end of the `start.bat` file:
    ```
    pause
    ```

- Genesys Desktop Server seems to start successfully, but then an error (`Cannot find Server`) is received when you try to connect to the Genesys Desktop application URL:

    Ensure that the http port used by Tomcat is not already used by another application (see). If there is a port conflict, change the Tomcat configuration specified in the `conf/server.xml` file (see ,).

- Tomcat and/or the Genesys Desktop Server fails to start if you tried to start it from the startup menu or as a service. The logs may indicate that the server has started, but then it shuts down after initialization:

    Ensure that the shutdown port used by Tomcat is not already used by another application (see). If there is a port conflict, change the Tomcat configuration specified in the `conf/server.xml` file (see ,).

    Note: By default, the Installation Package sets this to port `8005`.

- Genesys Desktop Server seems to start successfully, but then a `500` error is received when you try to connect to the Genesys Desktop application URL. Internet Explorer may display the following error messages:
    - `Unable to find a javac compiler;`
    - `com.sun.tools.javac.Main is not on the classpath.`
    - `Perhaps JAVA_HOME does not point to the JDK`

    The `JAVA_HOME` environment variable or your Java installation may not be correct (see "Setting the Environment Variables" on and "Installing Genesys Desktop Server on the Windows operating system" on).

- Tomcat and/or the Genesys Desktop Server fails to start if you tried to start it as a service, but starts from a shortcut:

The `JAVA_HOME` path was set before you installed Genesys Desktop, and your Windows computer has not been restarted. Restart the computer to set the new `JAVA_HOME` variable for your services.

Note: Ensure that the `JAVA_HOME` path does not contain any *space* characters.

- Tomcat and/or the Genesys Desktop Server fails to start if you tried to start it from a shortcut, but it starts as a service:

  Ensure that the `JAVA_HOME` environment variable is set correctly. If it does not exist or if it has an illegal character, such as the *space* character, add the `JAVA_HOME` variable or verify that it is accurate, then restart the server.

- Genesys Desktop starts successfully in console mode, but does not start in service mode:

  The `JAVA_HOME` path may contain the *space* character. The default install path for JDK 1.5 is the folder `Program Files`. Change the install path to a folder that does not contain any *space* characters.

- Genesys Desktop does not work in service mode on Windows 2003 x64 if Sun JVM 1.5.0 64-bit is used.

  Only JVM 1.5.0 32-bit version should be used on Windows 2003 x64.

- If you installed the Genesys Desktop application into Tomcat using the WAR file method, and you are experiencing a problem with buttons and other graphic elements in Genesys Desktop (for an example, missing buttons in the Genesys Desktop login screen may be the result of an update failure. See Figure 42), check the console logs for error messages about `Update` failure, such as those listed below:

```
org.apache.xml.utils.WrappedRuntimeException: The output format must have a
    '{http://xml.apache.org/xalan}content-handler' property!
    at org.apache.xalan.serialize.SerializerFactory.getSerializer(SerializerFactory.java:142)
    at
    org.apache.xalan.transformer.TransformerImpl.createResultContentHandler(TransformerImpl.java:1048)
    at
    org.apache.xalan.transformer.TransformerImpl.createResultContentHandler(TransformerImpl.java:975)
    at org.apache.xalan.transformer.TransformerImpl.transform(TransformerImpl.java:1124)
    at org.apache.xalan.transformer.TransformerImpl.transform(TransformerImpl.java:1107)
    at com.genesyslab.uadthin.taglib.SvgUtils.transform(SvgUtils.java:172)
```

To solve this problem, copy the `xalan.jar` file from the default installation location, the `webapps\gdesktop\WEB-INF\lib` folder, to the `common\endorsed` folder (see "Deploying Genesys Desktop as a Web archive in a servlet engine" on page 130).
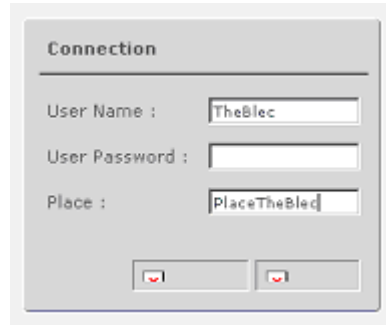
Figure 42: Missing buttons in the Genesys Desktop login screen

Internet Explorer

You might experience some of these unexpected behaviors while using the Internet Explorer browser with Genesys Desktop:

- The Genesys Desktop window opens with alert boxes about a `JavaScript` error after you submit your login parameters:

  Close your browser. Open a new browser window and clean the cache (see page 321), then log in again.

- The security banner page is not displayed when an agent attempts to login (see "Security Banner Function" on page 117).

  JavaScript does not work on Windows 2003 if `Enhanced Security` is enabled and working on the Internet zone. `Enhanced Security` is enabled by default on a standard Windows 2003 configuration.

Apache

You may experience some of these unexpected behaviors if you are using an Apache web server:

- The Genesys Desktop login page will not display after the Genesys Desktop application URL is entered in the Internet Explorer Address box:

  Check JK / AJP configuration between Apache and Tomcat (see "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143).

Genesys Desktop

You may experience some of these unexpected behaviors while using Genesys Desktop:

- Genesys Desktop logs error messages, like those shown below, about `Update` failure:

```
05 11 15:17:34:703 [         Init Ail Logic] INFO           Ail.License  trying to checkout license
    ISDK_FACTORY
05 11 15:17:34:969 [         Init Ail Logic] FATAL          Ail.License  Feature ISDK_FACTORY: licensing
    violation identified, violation type = Feature has expired(-10,124)
05 11 15:17:34:984 [         Init Ail Logic] WARN            GD.Core.Init  AIL is not initialized
```

If you are trying to login an agent, you may also see an alert box containing the following message: `Login aborted: The server is not initialized.`

These errors occur and are logged when the date of the computer on which Genesys Desktop is installed, or the license server that Genesys Desktop is accessing, do not agree.

- Genesys Desktop logs various warning messages about `Update` failure, such as the following:

```
[ main] ERROR ApplicationDataStore  Update failed:
    Genesys.CfgLib.CfgErrorCode[errorType=CFGNoPermission,objectType=CFGScript,objectPropert
    y=DBID,errorString=Unsufficient permissions to perform this operation] (ConfigErrorException
    (GAD is On))
```

```
[ main] ERROR PCManager (saveByteArray) - ApplicationDataStore returned
    exception:com.genesyslab.ail.exception.RequestFailedException: Update failed
```

```
[ main] ERROR Alarm Service  Exception while loading alarm actions:
    com.genesyslab.ail.core.extended.personalization.exceptions.PCManagerDirectoryServiceExc
    eption: (saveByteArray) - ApplicationDataStore returned
    exception:com.genesyslab.ail.exception.RequestFailedException: Update failed
```

```
com.genesyslab.ail.core.extended.personalization.exceptions.PCManagerDirectoryServiceExcept
    ion: (saveByteArray) - ApplicationDataStore returned
    exception:com.genesyslab.ail.exception.RequestFailedException: Update failed
```

These warning messages occur when Genesys Supervisor Desktop creates or modifies scripts in Configuration Manager. In the `Security` tab of the Genesys Desktop application object, the `logon as` option must specify a user who has write access on tenant objects so that Genesys Supervisor Desktop is enabled to create or modify objects. This has no impact on agent features. For more information, see "Specific Supervisor Work Area Configurations" on page 47.

- During startup, Genesys Agent Desktop logs the following error and fails to start: `ApplicationDataStore  Add failed: Uniqueness constraint violated`. The agent cannot login and receives the following error message: `Login aborted: User login or password incorrect.`

The problem is caused by an invalid configuration. Multiple tenants on the Tenants tab of the Genesys Desktop application are not supported.

• If Genesys Desktop is running in a Multi-Tenant environment, and is configured with more than one tenant in the `Tenants` tab, then Genesys Desktop might not be able to connect with or find the switches that correspond to the T-Servers that are specified in the `Connections` tab.

Note: It is recommended that you do not include more than one tenant in the list (refer to"Tenants Tab" on page 82).

If you are running Genesys Desktop in a Multi-Tenant environment, you might notice one or more of the following symptoms:

• At startup, Genesys Desktop server generates in logs the following ERROR trace: `There is no TServer or Interaction Server!`
• Agents cannot login on a voice DN and/or eServices media.

The problem is caused by an invalid configuration. Multiple tenants on the Tenants tab of the Genesys Desktop application are not supported.

Login Error Messages

If an error occurs on the client side during login, login error messages are displayed in the login pane of your browser window. Table 27 describes the most common errors that agents might encounter.

Table 27: Common client side login messages

Error Message	Troubleshooting
No Selected Agent Login	Select a value from the Agent login drop-down list.
Server is not correctly initialized.	If no further information is provided, please contact your system administrator.
User login or password incorrect	Re-enter your login information.
Place does not exist	Use a different Place.
Place contains several CTI-less DN	Expert Contact Place configuration must contain only one expert contact DN. The configuration must be corrected.
Place contains CTI-less DN and CTI DN	Expert Contact Place configuration must not contain voice DNs from the CTI switch. The configuration must be corrected.

Table 27: Common client side login messages (Continued)

Error Message	Troubleshooting
Place is already used by another agent	Use a different place.
Incorrect Agent Login in switch	The `Agent` field does not contain an Agent Login that corresponds to the switch of the DNs contained in the selected Place.
Dn is out of service	The administrator must verify that the Tserver and/or switch is correctly running.
Cannot login Dn	The administrator must determine why login of the DN cannot be completed.
Media is out of service	The administrator must verify that the Interaction Server is correctly running.
Cannot login media	The administrator must determine why login of the media cannot be completed.
Agent is already logged on another place	Ensure that you are not already logged in elsewhere.
Agent is already logged in	The administrator must verify in the Multimedia environment that this agent is not already logged on another Place, or logged on the same Place through a different Genesys Desktop server or a third party desktop application.
Telephony error	Please see the relevant Tserver reference guide.
Interaction Server error	Please see *Multimedia Reference Manual*.
Invalid Agent Id password	Re-enter password on advanced login panel.
Agent is disabled	For Interaction Server to accept the login, correct the configuration to enable the agent.

Table 27: Common client side login messages (Continued)

Error Message	Troubleshooting
Interaction Server could not checkout license	The system administrator must verify that the Multimedia licensing is correct.
Could not checkout license key ISDK_FACTORY	The system administrator must verify that the license ISDK_FACTORY is correct.
Could not connect to Configuration server	The system administrator must determine that the Configuration Server is up and running.
Application name is not correct	The system administrator must verify the Configuration Layer application name that is configured in the file web.xml.
Application Type is not supported	The system administrator must verify the type of the application that is configured in the file web.xml.
Server is already running	The system administrator must determine where another instance of the same Genesys Desktop application (configured in the file web.xml) is running.
Place is disabled	For Interaction Server to accept the login, correct the configuration to enable the Place.
No selected media	You must select at least one channel from advanced login view which is displayed with this message.
System error: Pop-up window blocker is not disabled	A pop-up blocker prevented login. Please disable your pop-up blocker. Pop-up blockers can be disabled only for the Genesys Desktop server host.
No supervisor license	The system administrator must verify that the license DESKTOP_SUPERVISOR is available.
No agent license	The system administrator must verify that the license DESKTOP_AGENT is available.

Functional Issues

This section describes various unexpected behaviors that you may encounter when using Genesys Desktop, and suggested solutions:

Voice

You may experience some of these unexpected behaviors if you are using the voice features of Genesys Desktop:

- After entering your login parameters in the first Genesys Desktop login window and clicking `Next` to go to the second login window, no text boxes are available to enter the values for `loginId`, `Queue`, and `password`. Missing login, queue and password text boxes in the second Genesys Desktop agent login screen may be the result of an incorrect connection to T-Server, see Figure 43:

Figure 43: Missing login, queue and password text boxes in the second Genesys Desktop agent login screen

> Verify that Genesys Desktop is connected to the correct T-Server application in Configuration Manager.

- After entering your media voice, e-mail, and chat login parameters in the second Genesys Desktop login page and clicking `Submit` to log in to the T-Server and Interaction Server, only voice media is accessible and ready:

> Verify the state of Interaction Server, as this behavior occurs when Interaction Server is down. Restart Interaction Server, log out the agent, and then log in the agent again.

- Your ACD Phone set is still logged in after Genesys Desktop closes.

You may have closed the Genesys Desktop window using the `Close` button (the button with the X on it in the top-right corner of the Internet Explorer window), instead of selecting `Logout` from the `Actions` menu.

> You can set the `disconnect-mode` option (see page 284) to force logout whenever the Genesys Desktop window is closed:

Section: voice

Option: `disconnect mode`

Value: `logout`

Multimedia

You may experience some of these unexpected behaviors if you are using the Multimedia features of Genesys Desktop:

- After entering your media voice, e-mail, and chat login parameters in the second Genesys Desktop login page and clicking `Submit` to log in to the SIP Server and Interaction Server, the following message is displayed on the login page: `Cannot log on any media. Please contact your System Administrator.`

  Verify each of the following potential causes of this behavior:

  - Verify the state of Universal Contact Server (UCS) and Interaction Server. Connections to these two servers are mandatory to work with Multimedia. First verify the connections in Configuration Manager, then verify the physical state of the servers.
  - Look for a Licensing Event Error in your logs, such as: `Interaction Server Licensing: EventError "" in logs`. You must configure the `License` section of the interaction server with the appropriate licence file option, and non-zero values for the seat and the media that you want to use in Genesys Agent Desktop. For more information, see "Licensing" on page 94.
  - Verify that the `License` section of your Interaction Server application object in Configuration Manager has a value other than `0`.

- Outbound e-mails do not contain a `From` address:

  Verify each of the following potential causes of this behavior:

  - Verify that Interaction Server has a connection to your e-mail server.
  - Verify that your e-mail server has a connection to Interaction Server.
  - Verify that your e-mail server has a configured POP-client option with the address option filled out properly.

- WebSphere users receive an exception in the Internet Explorer browser window when working with e-mail:

  Replace `mail.jar` in the WebSphere installation directory (see Chapter 5 on page 131).

- Multimedia e-mail transfers fail:

  Verify that the target agent is logged in. You may want to set up a transfer queue that can be used with an appropriate transfer strategy to deal with transfers to targets that are not logged in. For further information, see "Voice or Media Transfer Modes" on page 84.

Internet Explorer

If the Internet Explorer 8 SmartScreen Filter option is activated, Internet Explorer might crash. To avoid this issue, disable the SmartScreen Filter option.

If it is not possible to disable the SmartScreen Filter option, you can configure the registry to disable the option for trusted sites only.

Warning!   Be aware that changing your registry is risky. Back up your registry before making any changes. Then be careful when you are making changes. For more information about disabling SmartScreen Filter in the registry and its potential impact on your computer, see `http://support.microsoft.com/kb/136393`

At the machine level, make the following modification:

`HKLM\Software\Policies\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\2\2301=3`

At the user level, make the following modification:

`HKCU\Software\Policies\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\2\2301=3`

Performance Issues

This section provides troubleshooting information for Tomcat, Apache, IIS, and your database.

Tomcat

You may experience some of these performance issues if you are using a Tomcat servlet container:

*   Some instances of Genesys Desktop may appear to freeze:

    Verify that the Java parameters of Tomcat are set correctly (see "Deploying Genesys Desktop as a Web application deployment with Tomcat" on page 128).

*   If you have many agents logged in simultaneously, some agents may get error pages, indicating that the page cannot be displayed or is unavailable.

    Verify each of the following potential causes of this behavior:
    *   If your connection to Tomcat is direct, verify that `Threads` in `server.xml` for the HTTP connector is set correctly (see page 322).
    *   If your connection to Tomcat is through Apache, verify that `Threads` in `server.xml` for the AJP/JK connector (see page 322) and `maxProcess` in the Apache `httpd.conf` file are set correctly (see page 323).

Apache

You may experience some of these performance issues if you are using an Apache web server:

- The time for Genesys Desktop to be displayed after logging in is too long:

    Try one of the following:
    - Configure Apache to serve static pages (See "Configuring Apache to serve static pages instead of Tomcat" on page 147).
    - Configure Apache to forces Internet Explorer to use the cache (See "Cache (Temporary Files) Settings" on page 26).
    - Configure HTTP compression with mod_deflate (See "Decreasing Bandwidth Usage" on page 160).

IIS

You may experience some of these performance issues if you are using an IIS web server:

- The time for Genesys Desktop to be displayed after logging in is too long:

    Configure IIS to serve static pages (See "The method outlined below enables you to serve static pages from IIS. This improves the speed of page serving to Genesys Desktop. To configure the Web server to serve static pages, make the following changes:" on page 153).

Database

You may experience some of these performance issues with your database:

- Response time for a contact search is too long:

    Select the `Default Only` check box in the `Find` dialog box to increase the response time.

    Warning! This limits the search to the primary values only (for example, e-mail address).

Stopping and Starting Issues

Genesys Desktop might not start after it was stopped ungracefully. To avoid this issue, specify Advanced Disconnect Detection Protocol (ADDP) as the connection protocol for Genesys Desktop.

ADDP helps to detect a connection failure on both the client and the server side. For most connections, enabling detection on the client-side only is sufficient. However, Genesys strongly recommends that you use ADDP on

both sides for all connections. Refer to *Framework 7.6 Configuration Manager Help* for more information.

If you are operating in warm standby, the Primary Configuration Server or Configuration Server Proxy should be in the Genesys Desktop application.

Timeouts should be set to a value that is less than the restart time. For example, if the VM machine restarts within 20 seconds, you should set a 15 second timeout.

Network and Disconnection Issues

You may experience some of these network and/or disconnection issues while using Genesys Desktop:

- The message shown in Figure 44 is displayed in the status bar:
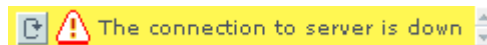
Figure 44: The Status Bar display if Genesys Desktop loses network connectivity

If you receive this message, do the following:

a. Wait for up to up to 90 seconds to see if Genesys Desktop can reconnect to the server. If it does reconnect, this message is displayed in the status bar: `The connection to server is back in service.`

b. If the connection to the server is down for more than three minutes, and all attempts to reconnect fail, then the server-side session has closed. Close your browser window. You must log in to Genesys Desktop again to re-establish a connection.

- The message: `The server is down. Please close your browser window and login again` is displayed in the status bar:

Genesys Desktop Server has been stopped, either intentionally or unintentionally. Close your browser window. You must log in to Genesys Desktop again, after the server is restarted.

- The Genesys Desktop window turns yellow and the message shown in Figure 45 is displayed:
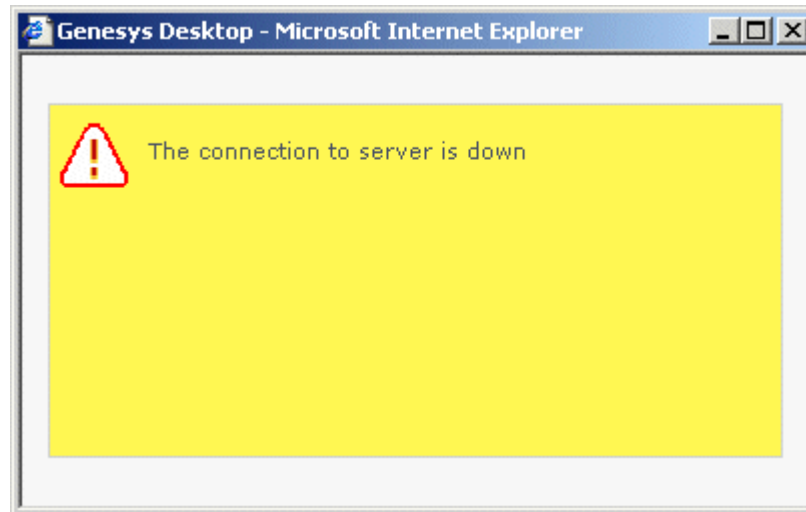
Figure 45: This message is displayed in a browser window if the Genesys Desktop session has closed

This message might also be displayed in one of the Genesys Desktop window panes, as shown in Figure 46:
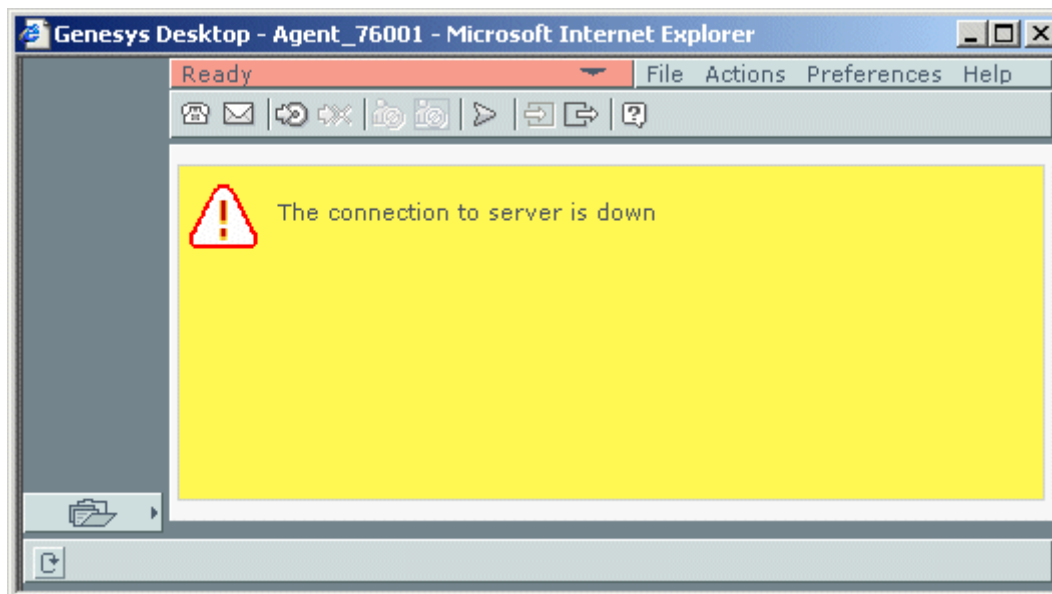
Figure 46: This message is displayed in the Genesys Desktop work area if the Genesys Desktop session has closed

The server-side session is closed, for some reason, such as a disconnection. Close your browser and log in again to Genesys Desktop.

Customization Issues

If you have created a customized element for the Genesys Desktop interface, you may encounter some unexpected behaviors. Here are some examples of unexpected behaviors and their solutions:

- You can configure a customized menu or a customized button and the request associated with the button or menu to execute correctly if Genesys Desktop is connected directly to Apache instead of going through Tomcat:

  > Open the file named `custom.xml` and set the value of the `action` field of the form associated to your button or menu, so that it does not end with a semi-colon (;) character. For example:

```
<form name="ListenerForm"
   action="custom/listener.jsp;"
   <!--Wrong, must be "custom/listener.jsp" !>
   method="POST"
   target="ListenerFrame">
   <input name="userName" type="hidden">
</form>
```

- Customization does not work as expected. Usually this happens when you forget to copy the corresponding properties file(s) into `gdesktop/WEB-INF/classes`.

General Troubleshooting

This section contains suggestions for avoiding problems with Genesys Desktop. It is good practice to verify that your system is configured correctly, then try these suggestions:

- After you have configured and installed Genesys Desktop 7.6, you can access it through Microsoft Internet Explorer or Safari at the following URL:
  `http://<host name>:<host port>/gdesktop/`

  Do not use unsupported DNS symbols, especially the underscore (_) and the period (.), and other extended characters, in the host name. Consult the Microsoft TechNet website for more information about integrating your host with DNS.

  If your host name contains unsupported DNS symbols, you get a yellow page or a host not found message.

- Clean the cache of your Internet Explorer browser:
  a. From the `Tools` menu, select `Internet Options`.
  b. On the `General` tab, click `Delete Files`.

- Review and verify your Tomcat port configuration:

a. Open the following file: `[Tomcat/GDesktop installation]/conf/server.xml.`

b. The default values are:

`shutdown=8005`

`AJP=8009`

`HTTP=8080`

- Verify the occupied ports on your server:

   Windows users can use a network statistics application such as NetStat.

- Set your logs to Troubleshooting level:

   - Troubleshooting Agent Feature only

      Section: `"log"`

      Key: `"GD"="debug"`

      Key: `"AIL"="debug"`

      Key: `"GSD"="warn"`

      Key: `"GD.HTTP"="debug"`

      Key: `"root" = "warn"`

   - Troubleshooting Supervisor Feature

      Section: `"log"`

      Key: `"GD"="debug"`

      Key: `"AIL"="debug"`

      Key: `"GSD"="debug"`

      Key: `"GD.HTTP"="debug"`

      Key: `"root" = "warn"`

Note: If AIL or Genesys Supervisor Desktop are put into debug mode performance may be affected.

- Verify the configuration of JK / AJP:

   See "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143.

- Verify the configuration of Classloader for the web application in WebSphere (see page 322).

- Verify the configuration of `Threads` in the AJP/JK or the HTTP Connector. Do not set both these parameters to large values. If possible, use one or the other of these, but not both. For example, set `AJP` to `50` and set `HTTP` to `1000` for direct access to Tomcat, or set `AJP` to `1000` and set `HTTP` to `50` for access through HTTP Server.

- Verify the configuration of `HtreadsPerChild` on Windows or `MaxClients` from `IfModule worker` on Solaris in the Apache `httpd.conf` file. A safe value for `MaxProcess` is double the maximum number of connected agents (see "Integration with an HTTP Server: Apache 2.2 and Tomcat" on page 143).

- In a Windows environment, use the Performance tool (`perfmon.msc`) to monitor the Genesys Desktop CPU and memory usage.

  The following counters may be useful:
  - "Process" - "%Processor Time" - "GDesktopStarter"

Note: Run this at this stage, otherwise it is absent in the list of processes.

  - "Process" - "Private Bytes" - "GDesktopStarter"
  - "Process" - "Working Set" - "GDesktopStarter"
  - "Processor" - "%Processor Time" - "_Total"

  Specify a similar "%Processor Time" for each processor.

Tracing Trouble by Using Debug Mode

Set the AIL, GD, or GSD log options to DEBUG to help you trace problems.

Note: To avoid ongoing performance issues, reset the log options to INFO or WARN after you have finished tracing.

- Fine tune your logging whether you are using the "`GD=debug`" value, or indicating a specific component such as "`GD.Realtime=debug`".

- To trace HTTP requests that are received by Genesys Desktop, use the "`GD.HTTP=debug`" value.

- To specify different files for garbage collection logging do the following:
  - Add these lines to `setini.bat` (if Genesys Desktop runs as a service):

    ```
    set cur_yyyy=%date:~6,4%
    set cur_mm=%date:~3,2%
    set cur_dd=%date:~0,2%
    set cur_hh=%time:~0,2%
    if %cur_hh% lss 10 (set cur_hh=0%time:~1,1%), then
    set cur_nn=%time:~3,2%
    set cur_ss=%time:~6,2%
    set cur_ms=%time:~9,2%
    set
    timestamp=%cur_yyyy%%cur_mm%%cur_dd%_%cur_hh%%cur_nn%%cur_ss%_%cur_ms%
    ```

◆   add "-XX:+PrintGCDetails -Xloggc:gc.%timestamp%.log" to the line:
echo JavaArgs=...

Note: To verify that your timestamp generation is valid for the date
format of a remote computer, us "date /t" in the command line. If
it is different, the lines "set cur_yyyy", "set cur_mm" and "set
cur_dd" lines should be different).

Using the perf monitor Counter

•   To monitor Windows CPU and Memory, do the following:

1.   Run the "perfmon.msc" command from the command line or by using the
"Run" dialog.

2.   Select "Performance Logs and Alerts->Counter Logs".

3.   Click on the tree item, or in the right panel, choose "New Log Settings...".

4.   Click "Add Counters".

5.   Add "Process" - "%Processor Time" - "GDesktopDriver"

Note: If you do not run this step here, these will not appear in the list of
processes.

---

6.   Add "Process" - "Private Bytes" - "GDesktopDriver".

7.   Add "Process" - "Working Set" - "GDesktopDriver".

8.   Add "Processor" - "%Processor Time" - "_Total"

9.   For each processor, add a similar "%Processor Time".

10.   Click the "Log Files" tab.

11.   Select "Text file".

12.   Specify the save location.

13.   Run the counter.

Generate Thread/Heap Dumps

There are three approaches that enable you to generate an administrator thread
dump:

•   Perform the thread dump by using the System status function in Genesys
Desktop Administrator.

•   Use the Adapt Java Troubleshooting tool:

   a.   Browse to: http://www.adaptj.com/main/download

   b.   Click "Launch".

   c.   Click the icon to the right of the "Process ID:" label.

      d. Select "`GDesktopDriver`".

      e. Click the "`Thread dump`". icon

- Signal the Genesys Desktop process through your Operating System commands:

  - In Windows, press `Ctrl+Break` from the application console.
  - In UNIX, employ a utility, such as `SendSignal`, or by issue the following command

    "`kill -9 <pid>`"

- To generate heap histogram you can run the JDK 1.6 `jmap` tool:
`jmap -histo <pid>`

- To generate heap dump you can run the JDK 1.6 `jmap` tool:
`jmap -dump:format=b,file=heap.bin <pid>`

Shortcuts

Genesys Desktop is configured with defaults for keyboard shortcuts (see *Genesys Desktop Help*). Unfortunately, in certain language editions these defaults may already be used as shortcuts, resulting in shortcut conflict. If this happens, you must reconfigure the Genesys Desktop keyboard shortcut to an unused key combination. This can be done by the agent using the `Settings` panel, or by the administrator, for all agents, by using the following procedure:

1. Create an agent account for yourself.

2. Use the `Settings` panel to reconfigure the problematic shortcuts.

3. Copy the `shortcut` section from the `Annex` for your agent.

4. Paste the `shortcut` section into the `Annex` of the Genesys Desktop `application` object.

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