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Workspace Web Edition Private Edition Guide

Agent Assist integration

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Agent Assist enables agents to access real-time voice transcription and real-time knowledge base and FAQ suggestions. Agents can read or paraphrase them on a voice call.

Related documentation:

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RSS:

- [For private edition](#)

Basic set up

Important

Prerequisite: Agent Assist must be setup for your organization by Genesys Professional Services. If your organization has not yet adopted Agent Assist, please contact your Genesys Sales Associate about adding Agent Assist to your deployment. Following the purchase of Agent Assist, the majority of the configuration steps are completed in conjunction with a Genesys Professional Services engagement.

Use the Agent Setup agent annex or agent group annex to configure the following options for this feature. Each option and privilege must be configured in the interaction-workspace section.

To enable Agent Assist in Workspace Web Edition, allow the following privilege: **privilege.agent-assist.can-use**.

Use the **agent-assist.service-url** to specify the URL of the AI Connector service to access the Agent Assist API. Note, this option does not support multi-region deployments.

To enable the agent to use the Agent Assist suggestions feature in the **Agent Assist** tab, set the value of the **agent-assist.suggestion.enable** option to **true**.

To enable the agent to use the Agent Assist voice call transcript feature, set the value of the **agent-assist.voice-transcript.enable** option to **true**.

Confidence and feedback

Agent Assist FAQ, and Knowledge Article suggestions have an associated confidence value. Confidence values are assigned by Agent Assist based on your chosen model and chosen model. You can specify whether or not the confidence value for each FAQ, or Article is displayed to agents. You can also specify whether or not agents can provide feedback that can be used by administrators to create a custom model and curate the knowledge base.

FAQ confidence and feedback

- **agent-assist.confidence.faq.enable**: Specifies whether the confidence percentage for FAQ suggestions is displayed in the **Agent Assist** tab.
- **agent-assist.confidence.faq.threshold.high**: Specifies the high threshold, in percentage, to display the high confidence color (green) for FAQ suggestions. The value must be greater than the value specified for the **agent-assist.confidence.faq.threshold.low** option. Percentage values between high and low are colored yellow.
- **agent-assist.confidence.faq.threshold.low**: Specifies the low threshold, in percentage, to display the low confidence color (red) for FAQ suggestions. The value must be less than the value specified for the **agent-assist.confidence.faq.threshold.high** option. Percentage values between high and low are colored yellow.
- **agent-assist.feedback.faq.enable**: Specifies whether the thumbs-up and thumbs-down feedback buttons are displayed for each FAQ suggestion in the **Agent Assist** tab.

Knowledge article confidence and feedback

- **agent-assist.confidence.article.enable**: Specifies whether the confidence percentage for knowledge article suggestions is displayed in the **Agent Assist** tab.
- **agent-assist.confidence.article.threshold.high**: Specifies the high threshold, in percentage, to display the high confidence color (green) for knowledge article suggestions. The value must be greater than the value specified for the **agent-assist.confidence.article.threshold.low** option. Percentage values between high and low are colored yellow.
- **agent-assist.confidence.article.threshold.low**: Specifies the low threshold, in percentage, to display the low confidence color (red) for knowledge article suggestions. The value must be less than the value specified for the **agent-assist.confidence.article.threshold.high** option. Percentage values between high and low are colored yellow.
- **agent-assist.feedback.article.enable**: Specifies whether the thumbs-up and thumbs-down feedback buttons are displayed for each knowledge article suggestion in the **Agent Assist** tab.

Activation order

To manage the display and activation order of the **Agent Assist** tab in the Agent Workspace UI, configure the following options:

- **views.CaseSideRegion.activate-order**
- **views.CaseSideRegion.order**