Manage your Contact Center in Agent Setup
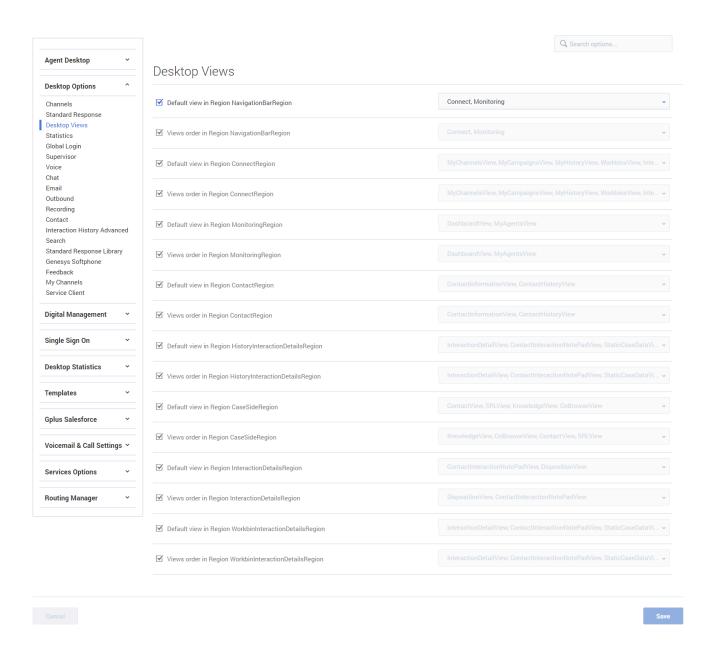
Desktop Views options

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  - Administrator

Use the information below to configure your Desktop Views in Agent Setup. To find out more information about all the different views available within Agent Workspace, see the topic Navigating Agent Workspace for a helpful video of the Main view as well as detailed information on such topics as the Navigation bar, the Side bar, and the Interaction bar.

Related documentation:
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Desktop Views

☑ Default view in Region NavigationBarRegion	Connect, Monitoring ⌄
☑ Views order in Region NavigationBarRegion	Connect, Monitoring ⌄
☑ Default view in Region ConnectRegion	MyChannelsView, MyCampaignsView, MyHistoryView, WorkbinsView, Inte... ⌄
☑ Views order in Region ConnectRegion	MyChannelsView, MyCampaignsView, MyHistoryView, WorkbinsView, Inte... ⌄
☑ Default view in Region MonitoringRegion	DashboardView, MyAgentsView ⌄
☑ Views order in Region MonitoringRegion	DashboardView, MyAgentsView ⌄
☑ Default view in Region ContactRegion	ContactInformationView, ContactHistoryView ⌄
☑ Views order in Region ContactRegion	ContactInformationView, ContactHistoryView ⌄
☑ Default view in Region HistoryInteractionDetailsRegion	InteractionDetailView, ContactInteractionNotePadView, StaticCaseDataVi... ⌄
☑ Views order in Region HistoryInteractionDetailsRegion	InteractionDetailView, ContactInteractionNotePadView, StaticCaseDataVi... ⌄
☑ Default view in Region CaseSideRegion	ContactView, SRLView, KnowledgeView, CoBrowseView ⌄
☑ Views order in Region CaseSideRegion	KnowledgeView, CoBrowseView, ContactView, SRLView ⌄
☑ Default view in Region InteractionDetailsRegion	ContactInteractionNotePadView, DispositionView ⌄
☑ Views order in Region InteractionDetailsRegion	DispositionView, ContactInteractionNotePadView ⌄
☑ Default view in Region WorkbinInteractionDetailsRegion	InteractionDetailView, ContactInteractionNotePadView, StaticCaseDataVi... ⌄
☑ Views order in Region WorkbinInteractionDetailsRegion	InteractionDetailView, ContactInteractionNotePadView, StaticCaseDataVi... ⌄

In the **Desktop Views** section of the **Contact Center Settings** page, you can configure the options, below.

> ## Important
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> - For **default view** options, the default view is the first configured view, if visible; else it's the second configured view, if visible, and so on. If the default view option is not configured, then the default setting is used. If you do not specify all the options, then the default order

> is used except where an item order is specified.
>
> - For **views order** options, the default ordering is used if the views order option is not configured. If you do not specify all the options, then the default setting is used for any item not specified.

- **Default view in Region NavigationBarRegion** specifies, in precedence order, the view selected by default in the Navigation Bar Region. Valid values include, `Connect`, `Monitoring`.

- **Views order in Region NavigationBarRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Navigation Bar Region. Valid values include, `TeamCommunicatorView`, `NotificationsView`, `VoiceMailView`, `PerformanceTrackerView`.

- **Default view in Region ConnectRegion** specifies, in precedence order, the view selected by default in the Connect Region. Valid values include, `MyChannelsView`, `MyCampaignsView`, `MyHistoryView`, `WorkbinsView`, `InteractionsSearchView`, `ContactDirectoryView`.

- **Views order in Region ConnectRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Connect Region. Valid values include, `MyChannelsView`, `MyCampaignsView`, `MyHistoryView`, `WorkbinsView`, `InteractionsSearchView`, `ContactDirectoryView`.

- **Default view in Region MonitoringRegion** specifies, in precedence order, the view selected by default in the Monitoring Region. Valid values include, `DashboardView`, `MyAgentsView`.

- **Views order in Region MonitoringRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Monitoring Region. Valid values include, `DashboardView`, `MyAgentsView`.

- **Default View in Region ContactRegion** specifies, in order of precedence, the view selected by default in the Contact region. Valid values include, `ContactInformationView`, `ContactHistoryView`.

- **Views order in Region ContactRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Contact Region. Valid values include, `ContactInformationView`, `ContactHistoryView`.

- **Default view in Region HistoryInteractionDetailsRegion** specifies, in order of precedence, the view selected by default in the History Interaction Details Region. Valid values include, `InteractionDetailView`, `ContactInteractionNotePadView`, `StaticCaseDataView`.

- **Views order in Region HistoryInteractionDetailsRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region. Valid values include, `InteractionDetailView`, `ContactInteractionNotePadView`, `StaticCaseDataView`.

- **Default view in Region CaseSideRegion** specifies, in order of precedence, the view selected by default in the Case Side Region. Valid values include, `ContactView`, `ExtensionSectionName`, `SRLView`, `KnowledgeView`, `CoBrowseView`.

- **Views order in Region CaseSideRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region. Valid values include, `KnowledgeView`, `ExtensionSectionName`, `CoBrowseView`, `ContactView`, `SRLView`.

- **Default view in Region InteractionDetailsRegion** specifies, in order of precedence, the view selected by default in the Interaction Details Region. Valid values include, `ContactInteractionNotePadView`, `DispositionView`.

- **Views order in Region InteractionDetailsRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region. Valid values include, `DispositionView`, `ContactInteractionNotePadView`.

- **Default view in Region WorkbinInteractionDetailsRegion** specifies in precedence order the view selected by default in the Workbin Interaction Details Region. Valid values include, `InteractionDetailView`, `ContactInteractionNotePadView`, `StaticCaseDataView`.

- **Views order in Region WorkbinInteractionDetailsRegion** specifies the order (left to right, top to bottom) in which the views are displayed in the Workbin Interaction Details Region. Valid values include, `InteractionDetailView`, `ContactInteractionNotePadView`, `StaticCaseDataView`.