

GENESYS

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Manage your Contact Center in Agent Setup

Genesys Softphone



Administrator

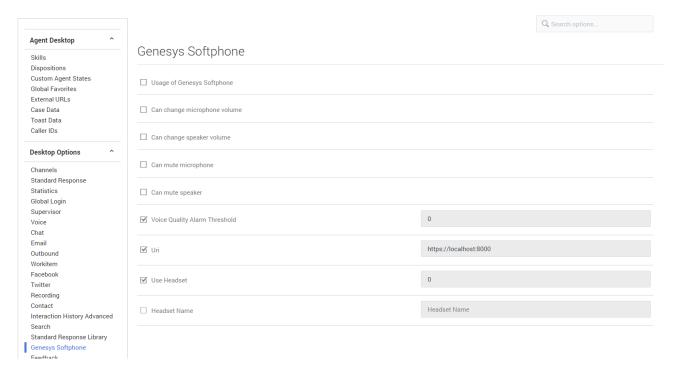
Control the behavior of Genesys Softphone in your environment.

Related documentation:

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Important

Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.



In the **Genesys Softphone** section of the **Contact Center Settings** page, you can enable the following options:

- Usage of Genesys Softphone enables the use of Genesys Softphone.
- Can change microphone volume allows the agent to control the volume of their microphone.
- Can change speaker volume allows the agent to control the volume of their speaker.
- Can mute microphone allows the agent to mute and unmute their microphone.
- Can mute speaker allows the agent to mute and unmute their speaker.
- **Voice Quality Alarm Threshold** specifies the mean opinion score (MOS a measure of reported network quality ratings) threshold for generating Voice Quality Alarms. The value 0 disables the alarms. The recommended threshold value is 3.5.
- URI specifies the URI of the SIP endpoint.
- Use Headset enables the use of a headset for voice calls. Valid values for this field are 0 disable headset: 1 - enable headset.
- Headset name specifies the name of the headset model if Use Headset is enabled.
- Can Use WebRTC enables WebRTC in Workspace. Depends on 'Voice Can Use Voice Channel'.
- Can change speaker volume allows an agent to change speaker volume. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.
- Can mute microphone allows an agent to mute and unmute the microphone. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.
- Can mute speaker allows the agent to mute and unmute their speaker. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.
- Can send DTMF specifies if DTMF is available for WebRTC calls. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.
- Quality request interval specifies the voice channel ringing sound-configuration string. It consist of three options:
 - **WebRTC Ringtone Type** sets WebRTC call ringing sound. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.
 - **WebRTC Ringtone Priority** sets WebRTC call ringing priority between different channels. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.
 - WebRTC Ringtone Duration sets WebRTC call ringing duration. Depends on 'Voice Can Use Voice Channel' and 'WebRTC Can Use WebRTC'.