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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.

The screenshot shows the 'Genesys Softphone' section of the 'Contact Center Settings' page. On the left, there is a sidebar with 'Agent Desktop' and 'Desktop Options' sections. The 'Genesys Softphone' section contains several configuration options:

- Usage of Genesys Softphone
- Can change microphone volume
- Can change speaker volume
- Can mute microphone
- Can mute speaker
- Voice Quality Alarm Threshold: 0
- Uri: https://localhost:8000
- Use Headset: 0
- Headset Name: Headset Name

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'.