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Manage your Contact Center in Agent Setup

Genesys Softphone

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- 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.

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

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- **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'.