

GENESYS

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Manage your Contact Center in Agent Setup

Service Client options



Administrator

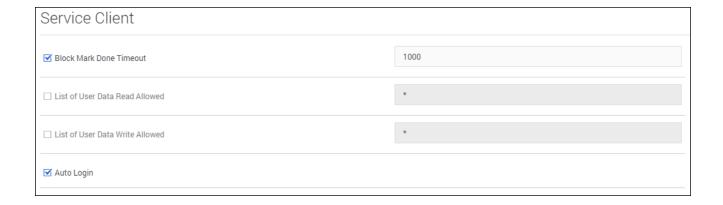
Learn about the Service Client options available in Agent Setup.

Related documentation:

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Before using the Service Client API Reference to customize how your web application or website integrates with Agent Workspace, first set the Service Client options in Agent Setup.

In the **Service Client** section of the **Contact Center Settings** page, configure the following options:



- **Block Mark Done Timeout** specifies the duration of timeout in milliseconds. This timeout duration is started by the function interaction.blockMarkdone().
- **List of User Data Read Allowed** specifies the list of keys that can be read in the user data. This applies to the UserData property of the interaction object returned by a function or an event.
- **List of User Data Write Allowed** specifies the list of keys that can be written to when using functions interaction.setUserData() and interaction.deleteUserData().
- **Auto Login** returns an agent to their previous state if they are unexpectedly logged out of Agent Workspace.