Genesys Softphone Administrator's Guide

Single sign on with Agent Workspace

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How to configure Genesys Softphone for single sign-on with Agent Workspace.

Related documentation:
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Genesys Softphone includes an HTTP/HTTPS connector to simplify using Genesys Softphone with Agent Workspace:

- Single sign-on—Agent Workspace controls the SIP settings for Softphone based on explicit Agent Workspace centralized options and agent login credentials (Place and DN).
- Simplified deployment—each agent workstation runs the same application and configuration files, avoiding workstation specific configuration.
- Password authentication—Agent Workspace passes the DN password as one of the parameters through the Genesys Softphone connector to allow the Softphone to securely login to SIP Server and avoid the need for MPLS.

Configuring Softphone for Agent Workspace

Softphone.config configuration file contains a **connector** section in the **policy** domain:

...

 ...

 ...

...

> **Important**
>
> You can enable Agent Workspace options for Softphone through Agent Setup.

Codec priority

Use the **enabled** section of the **codecs** domain in the **Softphone.config** configuration file to specify the order in which audio codecs are given priority.

> **Tip**
>
> For more details, refer to Working with Codec Priorities in the *SIP Endpoint SDK Developer's Guide 9.0.0NET*.

For example:

> **Warning**
>
> Any codec that is not explicitly included in the **enabled** section will not be used, even if the section for that codec is present in the configuration file.

To use the Genesys SIP Endpoint SDK 9.0 **enabled** section of the **codecs** domain, follow these guidelines:

- Codec names are *case-insensitive*. You can omit the clock rate portion of the section name unless needed to discriminate between two sections with the same name. The clock rate portion must be provided for **iSAC**.

- Specify codec parameters as a comma-separated list in parenthesis after an equals sign. You can use abbreviations such as "pt" for "payload_type".

- If there are codec conflicts, the value in the **enabled** section takes precedence over value in corresponding codec section, regardless of whether those values come from the configuration file. For example:

- If codec parameters are specified in-line (or a particular codec does not require any parameters, such as the PCMU and PCMA codecs), then a separate codec section is not necessary. In any case, codecs specified in the "enabled" section do not require presence of corresponding section to take effect.

Signing on with Agent Workspace

Before starting Agent Workspace, agents need to have Softphone running. Administrators can specify that Softphone starts automatically when the Windows user logs in or agents can startup Softphone.

User interface and call controls

When using Softphone with Agent Workspace, Softphone disables its default user interface. Instead, agents can use the Agent Workspace user interface for call controls, mute, and volume control. For information on the Agent Workspace user interface, see the Agent Workspace Help.

> ### Important
> In this mode, Genesys Softphone does not prevent the Agent Workspace application from claiming WCAG 2.1 levels A and AA when it supports this standard for its own UI.