Questions	Answers
i've heard that rules work faster if instead of being triggered by "editor loads", being triggered by "a named event fires" and you create a rule that fires a named event. can you confirm? do you have an example?	Jesse Howland: After reviewing this in detail I believe "faster" comes with a caveat. If you are executing rules on editor load the console processes those rules first then the agent is presented with the workspace. In a case where your workspace loads faster by removing your "on load" rules, you may choose to remove those rules. In order to ensure the same work is done you could then use a named event to execute the same rules actions - after the load is complete. This isn't neccessarily reducing the amount of work done nor is it doing the work faster but it would have an impact on the agent's experience and how long it takes for the workspace to display.
when will this editor be available in BUI?	Development can't commit to a timeframe at this time but it is on the roadmap.
Is there a limit to the number of browser controls you can have in the workspace when using the Javascript API? Should you put all your logic into one browser control?	Cyndi McWilliams: From Jesse - there are inefficiencies with browser control. Jesse recommends avoiding them if possible, especially in BUI.
Are there any plans to move the browser control away from IE and towards a more modern browser like Edge or Chrome?	Cyndi McWilliams: We're not aware of any plans to do this. BUI will use the more modern browsers.
I only have the Workspaces menu item and cannot add a new Workflow. How do you get the Workspaces/Workflows menu item?	Cyndi McWilliams: Workflows are an add-on module that must be purchased.
Can you go over adding the Workspace ID in the lower left in the audit log and how does it change IDs when updating status on an incident? When workspaces switch in a workflow based on status change.	Jesse Howland: The ID on the audit log was typed into a "Text" control. The Text control is located within the ribbon under Insert Control -> Controls section -> Text. In regards to moving between the workflows, my example used workflow events. If you search our documentation for the word "Event" you will find a lot of documentation on this. The status update triggered a script event so here is a link to the documentation which talks about events within an agent script: https://documentation.custhelp.com/euf/assets/devdocs/cloud19c/olh/DynamicAgentDesktop/topicrefs/c_Using_events_in_workspace_and_script_rules_ae1130891.html
We have a phone integration Addin that looks up the incoming phone number for existing contact. if one is not found we create a dummy contact. is there a way to force agents to do a search for contacts and add one while on the phone instead of the dummy contact that was initially associated with the incident?	Cyndi McWilliams: Jesse recommends this is done through the add-in
Enabling Workflows in Site required separate	Cyndi McWilliams: Workflows is an add-on

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license... currently we dont have access to Workflows in our sites / consoles ?	module. Check to see if you're licensed for it.
Can you set a field in the workspace to a dynamic value or another field without using API? Elaborating on the dynamic value: In text controls, you can insert merge fields. Can you insert merge fields into the Set Field Value action in workspace rules?	Jesse Howland: For this specific question I think it's best if you submit an SR to support with details about your set-up and needs. This is highly dependent on the fields you are using. We can then refer you to any relevant documentation.
Can you talk about things we should try to avoid to keep workspace performance at peak?	Jesse Howland: Optimizing performance is a broad question but in general everything you add to you workspaces, scripts, addins, and workflows requires time to execute. Having many workspace rules, many reports on a workspace, loading many workspaces within the flow of your workflow can all have noticable impacts though in moderation this impact can be minimal. If you are concerned about performance the main goal should be simplification. The changes that can be made and the performance impact they have are highly dependent on your business. Here is a link to some specific considerations: https://cloudcustomerconnect.oracle.com/posts/1cb665aadc
The addin functions as expected, the issue is when a contact is not found and we need to have a contact associated with the incident, the agents don't search or create a new contact, instead they save the incident with the dummy contact. I was hoping a workflow can popup a contact search window.	Jesse Howland: Thanks again to Amarinder for helping answer this. Here are some more details. In the workflow editor on the home tab there is a "Load" option. If you select the contact record type the agents will be presented with a search dialog. You would use this in addition to a Set Field Element to change the contact. Once again, an add-in could also be used to present a required contact serach in lieu of this.
Each browser control also loads a new instance of browser. So it slows down the console	Jesse Howland: Yes this can impact performance and has a noticable impact on memory consumption as well
Workflow can do the contact search.. load contact with agent search. Though this does not make the contact search mandatory	
so would it be best to have many Workflows / workspaces with less pathways if the current business needs have workflows setup with a lot of pathways? you mentioned that having a lot of workspace rules or paths would affect performance, so would having more workflows with less pathways within it help at all with performance or would it be the same?	Jesse Howland: Having many job-specific workflows could be more efficient performance-wise versus a single workflow that all agents use. However, much of the performance impacts are based on the path your agents go through the workflow and not the totality of everything in the workflow. Your Business needs largely dictate what is best and extensive changes and testing of the impact of those changes is needed to find the

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	best balance for your business.
I noticed that Business Rules was not mentioned in performance, wouldn't many business rules also slow down performance when performing Saves?	Jesse Howland: Business Rules (not to be confused with workspace rules) are executed on the server so performance impact wouldn't necessarily have a noticable impact but there could certainly be specific cases where it does. The main scenario I see regularly that can cause issues is an implementation that executes multiple saves to a record - usually within the same second. This could potentially exhibit as a performance impact or it could result in data changes that have unintended consequences.
It would be possible to use dynamic values leveraging variables and business rules. This usage does get very complicated, it may be better to use functions	Jesse Howland: Yes Business rules do have variable functionality. I won't go into detail since it doesn't fit this topic but here is a link to documentation: https://documentation.custhelp.com/euf/assets/devdocs/cloud19c/olh/CoreFeatures/topicrefs/c_Adding_variables_bq1131127.html
Functions in Business Rules?	Jesse Howland: Remember this is Business Rules instead of workspace rules. Here is a link to documentation about functions within business rules: https://documentation.custhelp.com/euf/assets/devdocs/cloud19c/olh/CoreFeatures/topicrefs/c_States_and_functions_bq1130948.html
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