

# Overview of client templates and client configuration templates

This article provides a basic overview of client templates and client configuration templates, and when to use each type of template. For more information, see the related Interaction Administrator and Interaction Desktop help topics:

Interaction Administrator: [Overview of client configuration templates](#), [Overview of client templates](#)

Interaction Desktop: [Client templates](#), [Manage client templates](#)

## Client templates

Client templates are a way to assist with the one-time application of a client layout template to a bulk set of users, roles, or workgroups. Client templates can change what views are shown in the application and their layout.

### 1. Programs that can use client templates:

- Interaction Desktop
- Interaction Client .NET Edition
- IC Business Manager

### 2. Permissions required in Interaction Administrator

- Client Templates (Administrator Right) – Required to assign and distribute templates within Interaction Administrator
- Manage Client Templates (Security Right) – Required to create templates within the target program (e.g., Interaction Desktop)

### 3. Client template usage notes:

- Client templates provide new users with a basic layout that can help reduce training time.
- Client templates provide teams with a standardized layout for ease of training and support.
- Applying a client template overwrites any current layout set by the user.
- Client application users must have permissions to see the views pushed out in a client template.
- Create and edit client templates within the each application by selecting File > Enter Template Mode.
- Client templates do apply each time the application starts. They apply only when distributed from Interaction Administrator.

## Client configuration templates

Client configuration templates are a way to change the behavior of CIC client programs and how interactions behave for a user.

1. Programs that can use client configuration templates:
  - Interaction Desktop
  - Interaction Client .NET Edition
2. Permissions required in Interaction Administrator
  - Client Configuration (Administrator Access) – Allows editing of Client Configuration
  - Client Configuration Templates (Administrator Access) – Allows editing of Client Configuration Templates
3. Client configuration usage notes:
  - Client configuration templates control items set in Client Configuration in the application program, such as alerting, ringtones, interface controls, and general application behavior.
  - Client configuration templates assist with application behavior consistency within a team or group.
  - Client configuration templates load each time the client starts, overwriting any changes defined by the template. Anything not defined by the template remains unaltered.
  - Create and edit and administer client configuration templates through the Client Configuration container within Interaction Administrator.
  - You can rank order client configuration templates so that if a user inherits multiple configurations, the highest ranked applies. Use the Default Template designation when a user does not inherit a template. The default template provides a basic behavior defined by the administrator.

**Note:** The Queue Pages and Directories Pages options within Client Configuration Templates are used by Interaction Client .NET Edition only.