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Web Services and Applications Configuration Guide

Voice Interactions

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Voice Interactions

Workspace uses the following privileges to enable voice-related functionality:

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| <ul style="list-style-type: none"> • <code>privilege.voice.can-extend-after-call-work</code> • <code>privilege.voice.can-forward</code> • <code>privilege.voice.can-make-call</code> • <code>privilege.voice.can-one-step-conference</code> • <code>privilege.voice.can-one-step-transfer</code> • <code>privilege.voice.can-reject-call</code> • <code>privilege.voice.can-release-call</code> • <code>privilege.voice.can-send-dtmf</code> | <ul style="list-style-type: none"> • <code>privilege.voice.can-two-step-conference</code> • <code>privilege.voice.can-two-step-transfer</code> • <code>privilege.voice.can-use</code> • <code>privilege.voice.consultation.can-use-caller-id</code> • <code>privilege.voice.make-call.can-use-caller-id</code> • <code>privilege.voice.show-monitoring.can-use</code> • <code>privilege.voice.single-step-conference.can-use-caller-id</code> • <code>privilege.voice.single-step-transfer.can-use-caller-id</code> |
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You can use the following options in the **[interaction-workspace]** section to configure voice interactions:

- `voice.auto-answer` — Specifies whether a voice interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy.
- `voice.auto-answer.is-enabled-on-already-in-call` — When `voice.auto-answer` is set to `true`, this option specifies whether a voice interaction is automatically answered if there is no other active call. This option can be overridden by a routing strategy.
- `voice.mark-done-on-release` — Specifies whether the Mark Done function is required to complete the release of the call.
- `voice.prompt-for-end` — Specifies whether Workspace displays a confirmation message when the agent clicks 'End'. This option can be overridden by a routing strategy as described in this Configuration Guide.
- `privilege.voice.can-one-step-conference` — Enables instant conferencing of a voice call. Depends on `privilege.voice.can-use`.
- `privilege.voice.can-one-step-transfer` — Enables instant conferencing of a voice call. Depends on `privilege.voice.can-use`.
- `privilege.voice.can-send-dtmf` — Enables agents to send DTMF during a voice call. Depends on `privilege.voice.can-use`.
- `privilege.voice.can-use` — Mandatory to use the voice channel. When the value of this option is set to `true`, the agent is permitted to use the Voice channel.
- `privilege.voice.show-monitoring.can-use` — Enables agents to be notified that the current call is monitored by a supervisor.
- `interaction.disposition.is-mandatory` — Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy.

strategy.

- `interaction.disposition.is-read-only-on-idle` — Prevents changes to the disposition code after the interaction has been released. This option can be overridden by a routing strategy.
- `interaction.disposition.key-name` — The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy.
- `interaction.disposition.use-attached-data` — Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy.
- `interaction.disposition.value-business-attribute` — A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy.
- `intercommunication.voice.make-call-caller-id-business-attribute` — A character string that specifies the name of the Business Attribute that contains the Attribute Values used as an enumerated value to select the caller id during a make call.

Important

Voice call monitoring is supported only for SIP Server environments