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Web Services and Applications Configuration Guide

Intercommunication

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Intercommunication

Workspace Web Edition provides the following options for managing Intercommunication:

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intercommunication.chat.queue

- Default Value: *An empty string.*
- Valid Values: Name of a valid Script object of type Interaction Queue
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the Interaction Queue that is used by the 'routing-based' feature for Chat. The following attached data are added by Workspace:
IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest

intercommunication.chat.routing-based-actions

- Default Value: InitTransfer,OneStepTransfer
- Valid Values: A comma-separated list of valid operation names from the following list: InitTransfer, OneStepTransfer, OneStepConference.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of 'routing-based' actions that an agent is allowed to perform.

intercommunication.chat.routing-based-targets

- Default Value: *An empty string.*
- Valid Values: Blank or a comma-separated list of valid object types from the following list: Agent
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of targets that are contacted through the 'routing-based' mechanism for the requests that are defined in the option intercommunication.chat.routing-based-actions.
Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.email.queue

- Default Value: *An empty string.*
- Valid Values: The name of a valid Script object of type Interaction Queue
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the Interaction Queue that is used by the 'routing-based' feature for E-Mail. The following attached data are added by Workspace:
IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest

intercommunication.email.routing-based-actions

- Default Value: OneStepTransfer
- Valid Values: A comma-separated list of valid operation names from the following list:
OneStepTransfer.
- Changes take effect: When the session is started or restarted.

- Description: Specifies the list of 'routing-based' actions that an agent is allowed to perform.

intercommunication.email.routing-based-targets

- Default Value: *An empty string.*
- Valid Values: A comma-separated list of valid object types from the following list: Agent
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of targets that are contacted through the 'routing-based' mechanism for the requests that are defined in the option `intercommunication.email.routing-based-actions`.
Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.im.routing-based-actions

- Default Value: MakeIM
- Valid Values: A comma-separated list of valid operation names from the following list: MakeIM.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of 'routing-based' actions that an agent is allowed to perform.

intercommunication.im.routing-based-targets

- Default Value:
- Valid Values: A comma-separated list of valid object types from the following list: Agent, RoutingPoint
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of targets that are contacted through the 'routing-based' mechanism for the requests that are defined in the option `intercommunication.im.routing-based-actions`.
Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.im.routing-points

- Default Value:
- Valid Values: A call number name in the following format: `$dn_name$`.
- Changes take effect: When the session is started or restarted.
- Description: Determines the call number that is used by the routing-based feature. The following attached data are added by Workspace:
`IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest`

intercommunication.voice.consultation-enabled

- Default Value: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill
- Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of targets enabled in Team Communication for a consultation.

intercommunication.voice.make-call-caller-id-business-attribute

- Default Value: *An empty string.*
- Valid Values: Letters A to Z and a to z, numbers 0 through 9, underscore and space characters.
- Changes take effect: When a session is started or restarted.
- Description: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as outbound caller IDs. This option is only applicable for external calls.

intercommunication.voice.make-call-caller-id-enable-anonymous

- Default Value: false
- Valid Values: true, false
- Changes take effect: When a session is started or restarted.
- Description: Specifies whether anonymous is enabled on make call with caller id. This option is only applicable for external calls. Depends on privilege.voice.can-use. This functionality can currently only be used in conjunction with the SIP Server **TServer/enforce-p-asserted-identity** option configured on the outbound PSTN Trunk DN. This must be configured in the environment where the PSTN Provider (Carrier) implements Calling Line Identification Restriction (CLIR) and allows masking the displayed number (Caller ID) only if privacy SIP headers are correctly constructed and "anonymous@anonymous.invalid" is specified in the From field.

intercommunication.voice.make-call-enabled

- Default Value: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill
- Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of targets enabled in Team Communication for making a call.

intercommunication.voice.routing-based-actions

- Default Value: MakeCall, OneStepConference, InitConference, OneStepTransfer, InitTransfer
- Valid Values: A comma-separated list of valid operation names from the following list: MakeCall, OneStepTransfer, InitTransfer, InitConference, OneStepConference.
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a specific call type is to be handled by the routing-based mechanism. This option does not affect calls to Skills or Agent Groups.

intercommunication.voice.routing-based-targets

- Default Value: *An empty string.*

- **Valid Values:** A comma-separated list of valid object types from the following list: Agent, RoutingPoint, TypeDestination, OutboundRecord, Contact.
- **Changes take effect:** When the session is started or restarted.
- **Description:** Defines the list of targets that are contacted through the routing-based mechanism for the requests that are defined in the `intercommunication.voice.routing-based-actions` option.
 - **Agent:** an Agent.
 - **RoutingPoint:** a routing point configured in the environment.
 - **TypeDestination:** a phone number specified in Team Communicator; an agent can select just the phone number and not the DN, even though there is one matching. The phone number can be a DN or an external phone number.
 - **OutboundRecord:** a phone number provided by Outbound Contact Server for a campaign in Preview mode.
 - **Contact:** a phone number stored as a contact by Universal Contact Server. It is normally not associated with a DN. It is typically an external phone number.

Note: The targets 'AgentGroup' and 'Skill' are addressed through routing only when the routing-based mechanism is enabled. They are not affected by this option.

`intercommunication.voice.routing-points`

- **Default Value:** *An empty string.*
- **Valid Values:** The call number names of the routing point in the following format: `$dn_name@switch$`
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies the call number that is used by the Routing Base feature for outbound calls. The following attached data are added by Workspace:
`IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest`

`intercommunication.voice.single-step-conference-enabled`

- **Default Value:** `Agent,AgentGroup,RoutingPoint,Contact,TypeDestination,Skill`
- **Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies the list of targets that are enabled in Team Communication for a single-step conference.

`intercommunication.voice.single-step-transfer-enabled`

- **Default Value:** `Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill`
- **Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.
- **Changes take effect:** When the session is started or restarted.

- Description: Specifies the list of targets enabled in Team Communication for a single-step transfer.

intercommunication.<media-type>.queue

- Default Value: *An empty string.*
- Valid Values: Name of a valid Script object of type Interaction Queue
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the Interaction Queue that is used by the 'routing-based' feature for Workitem. The following attached data are added by Workspace:
IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest

intercommunication.<media-type>.routing-based-actions

- Default Value: `InitTransfer,OneStepTransfer`
- Valid Values: A comma-separated list of valid operation names from the following list: `OneStepTransfer`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of 'routing-based' actions that an agent is allowed to perform.

intercommunication.<media-type>.routing-based-targets

- Default Value: *An empty string.*
- Valid Values: Blank or a comma-separated list of valid object types from the following list: `Agent, InteractionQueue`
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of targets that are contacted through the 'routing-based' mechanism for the requests that are defined in the option `intercommunication.chat.routing-based-actions`.
Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.