



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Configuration Guide

Workitems

12/14/2025

# Workitems

Workspace Web Edition provides the following options for managing Workitems:

intercommunication.<media-type>.queue

- Default Value:
- Valid Values: The name of a valid Script object of the Interaction Queue type
- 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 workitems.

The following attached data is added by Worskpace:

IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBasedRequestType

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

- Default Value:
- Valid Values: 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 intercommunication.<media-type>.routing-based-actions option.

## Important

The **AgentGroup** and **Skill** targets are always addressed through routing; therefore, they are not affected by this option.

## openmedia.workitem-channels

- Default Value:
- Valid Values: A comma-separated list of valid media types.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of Workitem channels that are used by the agents.

## workbin.<media-type>.in-progress

- Default Value:
- Valid Values: The name of a valid Script object of the Interaction Workbin targets that is owned by agents.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the workbin to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin, but cannot save interactions to it.

## workbin.<media-type>.in-progress.displayed-columns

- Default Value: From, To, Subject, Received
- Valid Values: A comma-separated list of Interaction Server interaction properties.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of interaction fields displayed as columns in the specified workbin.

## <media-type>.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a workitem is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

## <media-type>.prompt-for-done

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when a user clicks the **Done** button. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

### <media-type>.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid URL file path, '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path to the sound file that is played when the workitem interaction is ringing. For example: BELL|7|0. The value has three components that are separated by the character '|'.
  - The first component is the sound file name, such as the BELL, RING, CHORD or WARNING predefined aliases or an absolute url to a mp3 file).
  - The second component is a priority; the higher the integer the higher the priority.
  - The third component is a duration..A value of -1 means to play and repeat until an explicit message stops it with an established event for instance. A value of 0 means to play the whole sound one time. A value that is greater than 0 means a time in milliseconds to play and repeat the sound.

### privilege.workitem-channels.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: The agent is allowed to use all WorkItem channels configured in the openmedia.workitem-channels option.

### privilege.<media-type>.can-decline

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to true, the agent is allowed to decline incoming workitems. Depends on privilege.workitem-channels.can-use.

### privilege.<media-type>.can-mark-done

- Default Value: true
- Valid Values: true, false

Changes take effect: When the session is started or restarted.

- Description: Allows agents to mark a workitem as done without further processing.

#### privilege.<media-type>.can-move-to-workbin

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to true, the agent is allowed to move a workitem to the workbin. Depends on privilege.workitem-channels.can-use.

#### privilege.<media-type>.can-one-step-transfer

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to true, the agent is allowed to use instant workitem transfer. Depends on privilege.workitem-channels.can-use.

#### privilege.<media-type>.can-set-interaction-disposition

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to set disposition code of Workitem interactions. Depends on privilege.workitem-channels.can-use.