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Web Services and Applications Configuration Guide

Facebook

Facebook

Workspace Web Edition provides the following options for managing Facebook:

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facebook.auto-answer

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

facebook.comments-pagination-size

- Default Value: 2
- Valid Values: Any positive integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the number of comments are initially displayed and then added when Show More is clicked.

facebook.default-queue

- Default Value: Facebook Outbound Queue
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the the name of the default queue in the configuration layer.

facebook.outbound-queue

- Default Value: Facebook Outbound Queue
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

facebook.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 the user clicks Done. This option can be overridden by a routing strategy, as described in the [Configuration Guide](#).

facebook.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path of the sound file Workspace plays when a Facebook interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
 - 0 — play the whole sound once.
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound.

privilege.facebook.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value of this option is set to true, the agent is permitted to use the Facebook channel.

privilege.facebook-session.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value of this option is set to true, the agent is permitted to use Facebook Private Messaging on the Facebook channel.