



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

IM

IM

Use the options below to enable instant messaging capabilities for internal communication and interaction consultation.

Contents

- 1 IM
 - 1.1 im.agent.prompt-color
 - 1.2 im.agent.text-color
 - 1.3 im.auto-answer
 - 1.4 im.other-agent.prompt-color
 - 1.5 im.other-agent.text-color
 - 1.6 im.system.text-color
 - 1.7 im.time-stamp
 - 1.8 im.prompt-for-end
 - 1.9 im.toast-timeout
 - 1.10 im.new-message-bell
 - 1.11 im.ringing-bell
 - 1.12 privilege.im.can-use
 - 1.13 privilege.im.can-release
 - 1.14 privilege.im.can-make

im.agent.prompt-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the prompt for messages the agent enters in the IM view.

im.agent.text-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the text color of messages the agent enters in the IM view.

im.auto-answer

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

im.other-agent.prompt-color

- Default Value: #D88000
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the prompt for messages the other agent enters in the IM view

im.other-agent.text-color

- Default Value: #D88000
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the text color of messages the other agent enters in the IM view. For example: #FF0000 for a red color.

im.system.text-color

- Default Value: #8C8C8C

- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the text color of system messages in the IM view.

im.time-stamp

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the time stamp is displayed in the IM transcript area.

im.prompt-for-end

- 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 **end**. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

im.toast-timeout

- Default Value: 10
- Valid Values: From 0 to MAXINT
- Changes take effect: When the session is started or restarted.
- Description: Defines the duration, in seconds, that the IM interaction notification is displayed in the Information area of the Main Window before the IM is rejected. The value 0 means the interaction notification is displayed until the agent accepts the interaction.

im.new-message-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 configuration string for the new IM message sound. 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:
 - 0 — play the whole sound once
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

im.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 that is played when Instant Messaging 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.im.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enable an agent to use IM.

privilege.im.can-release

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to manually end an IM session. Depends on privilege.im.can-use.

privilege.im.can-make

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to create a new instant messaging session from any area that has this functionality. Depends on privilege.im.can-use.