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Web Services and Applications Configuration Guide

Chat Interactions

Chat Interactions

Workspace supports the following functionality for Chat interactions:

- Accept an interaction
- Reject an interaction
- Ignore an interaction
- End an interaction
- One-Step Transfer an interaction
- Consult with another agent about an interaction
- Set Interaction Disposition
- Mark Done

You use the following options in the **[interaction-workspace]** section to configure Chat interactions (there are also options that you can use to **control the appearance** of chat interactions in the agent interface):

- `privilege.chat.can-use` — Mandatory to use the chat channel. When the value is set to `true`, the agent is permitted to use the Chat channel.
- `chat.auto-answer` — Specifies whether a chat interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this Configuration Guide.
- `chat.nickname` — Specifies that a nickname (pseudonym) is used in chat sessions instead of the agent's user name, and defines the nickname.
- `chat.pending-response-to-customer` — Specifies two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.
- `chat.typing-timeout` — Specifies the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.
- `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.
- `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.