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Web Services and Applications Configuration Guide

Team Communicator

12/19/2025

Team Communicator

Workspace Web Edition provides the following options for managing Team Communicator:

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presence.evaluate-presence

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When this option is set to `true`, the presence (availability) of an agent or agent group (when configured) is shown in Team Communicator in the search results.

teamcommunicator.add-recent-filters.voice

- Default Value: `" "`
- Valid Values: A comma-separated list of interaction types taken from the following values: `internal`, `external`, `consultation`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether to store incoming interactions into the Recent buffer. By default, the Recent buffer stores only the actions of the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

teamcommunicator.always-clear-textbox-on-new-interaction

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When this option is set to `true`, Workspace clears the team communicator search text box when the interaction is initiated by pressing 'Enter' or by clicking on one of the medias of team communicator results. When it is set to `false`, this option clears the team communicator search text box only when the interaction is initiated by pressing 'Enter'.

teamcommunicator.corporate-favorites

- Default Value: `" "`
- Valid Values: A comma-separated list of favorite names (section names) that are defined in the Workspace application.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of corporate favorites (quick dial favorites) that are configured in the Configuration Server for an Agent, Agent Group, Skill, Routing Point, or Custom Contact. See the [Procedure: Creating Corporate Favorites](#) for information about creating Corporate Favorite objects in the configuration layer. This option can be overridden by a routing strategy as described in [Overriding Workspace Options](#).

teamcommunicator.list-filter-showing

- Default Value: `Agent,AgentGroup,Skill,RoutingPoint,InteractionQueue>Contact,CustomContact`

- **Valid Values:** A comma-separated value list of filter items to be displayed in the team communicator. For example:

`Agent,AgentGroup,Skill,RoutingPoint,InteractionQueue>Contact,CustomContact`

- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

`teamcommunicator.load-at-startup`

- **Default Value:** `true`
- **Valid Values:** `true`, `false`
- **Changes take effect:** When the session is started or restarted.
- **Description:** This option is used to help with performance at login if many agents login at the same time. This option specifies if all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Teamcommunicator are loaded at login. When this option is set to `false`, the elements are not loaded at login, they are loaded the first time the focus is placed in the Team Communicator.

`teamcommunicator.max-favorites-size`

- **Default Value:** 50
- **Valid Values:** An integer value from 0 through 100.
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies the maximum size of the favorites list that Workspace displays when an agent views favorites.

`teamcommunicator.max-size`

- **Default Value:** 50
- **Valid Values:** An integer value from 0 through 100.
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies the maximum size of the default list when the value of `teamcommunicator.show-all-internal-targets` is set to `true`.

`teamcommunicator.max-suggestion-size`

- **Default Value:** 10
- **Valid Values:** An integer value from 1 through 50.
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies the maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

`teamcommunicator.one-step-conference-with-consultation.enabled`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether agents can make a one-step conference of a call when there is an active consultation on the call. When the value of this option is set to `false`, the one-step conference button is not displayed and agents cannot perform a one-step conference operation when there is an active consultation.

`teamcommunicator.one-step-transfer-with-consultation.enabled`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether agents can make a one-step transfer of a call when there is an active consultation on the call. When the value of this option is set to `false`, the one-step transfer button is not displayed and agents cannot perform a one-step transfer operation when there is an active consultation.

`teamcommunicator.permissions.agent.exclude-from-agent-groups`

- Default Value:
- Valid Values: A comma-separated list of Agent Groups; empty means Workspace doesn't exclude any agent groups.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of agent groups (virtual agent groups aren't supported) used to exclude agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are excluded from the list. **Note:** This overrides the `teamcommunicator.permissions.agent.restrict-to-agent-groups` filter where there is overlap. For example, if an agent belongs to groups A and B, and the exclude filter specifies B while the include filter specifies A, the agent is excluded from the returned list.

`teamcommunicator.permissions.agent.restrict-to-agent-groups`

- Default Value:
- Valid Values: A comma-separated list of Agent Groups; empty means no restriction are applied.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of agent groups (virtual agent groups aren't supported) used to restrict agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are included in the list.

`teamcommunicator.recent-max-records`

- Default Value: `10`

- Valid Values: An integer value from 1 through 50.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the number of recent internal targets to display in the list of recent targets.

teamcommunicator.request-start-timer

- Default Value: 500
- Valid Values: An integer value from 1 through 5000.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

teamcommunicator.show-all-internal-targets

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specify whether all internal targets are displayed by default in the Team Communicator when an agent is searching for a transfer or conference target, including all Agents, Agent Groups, Skills, and Routing Points.

teamcommunicator.voice.consultation.exclude-numbers

- Default Value:
- Valid Values: A regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format for a phone number to exclude on consultation. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the expression.phone-number.supported-characters option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

teamcommunicator.voice.list-status-reachable

- Default Value: NotReady
- Valid Values: A case-sensitive comma-separated list of agent statuses from the following list: NotReady, Busy, LoggedOff.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests. Depends on privilege.voice.can-use and presence.evaluate-presence.

teamcommunicator.voice.make-call.exclude-numbers

- Default Value:
- Valid Values: A regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format for a phone number to exclude on making a call. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the expression.phone-number.supported-characters option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

teamcommunicator.voice.single-step-conference.exclude-numbers

- Default Value:
- Valid Values: A regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format for a phone number to exclude on single-step conference. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the expression.phone-number.supported-characters option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

teamcommunicator.voice.single-step-transfer.exclude-numbers

- Default Value:
- Valid Values: A regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format for a phone number to exclude on single-step transfer. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the expression.phone-number.supported-characters option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

privilege.teamcommunicator.can-manage-favorites

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to add, edit, and remove personal favorites in Team Communicator. Depends on `privilege.teamcommunicator.can-use` and `privilege.teamcommunicator.can-view-favorites`.

privilege.teamcommunicator.can-use

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.

- Description: Allows access to the Team Communicator.

`privilege.teamcommunicator.can-view-all`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to search within all internal targets and contacts in Team Communicator. Depends on `privilege.teamcommunicator.can-use`.

`privilege.teamcommunicator.can-view-favorites`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to view favorites in Team Communicator. Depends on `privilege.teamcommunicator.can-use`.

`privilege.teamcommunicator.can-view-recent-calls`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to view recently contacted resources in Team Communicator. Depends on `privilege.teamcommunicator.can-use`.

`privilege.teamcommunicator.display-agent-groups-availability`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to view the number of agents who are ready for voice in agent groups in Team Communicator. Depends on `privilege.teamcommunicator.can-use`.