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Web Services and Applications Configuration Guide

Voice

Voice

Workspace Web Edition provides the following options for managing Voice:

voice.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether a voice interaction is automatically answered when a EventRinging message is received. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

voice.auto-answer.is-enabled-on-already-in-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: For environments that use SIP Server, this option specifies whether a voice interaction is automatically answered if there is other active call(s) (used only when the value of voice.auto-answer is set to true). This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

voice.caller-id.key-name

- Default Value: IW_SelectedCallerId
- Valid Values: An attached data key name (string)
- Changes take effect: When the session is started or restarted.
- Description: Specifies the key name of the attached data that contains the selected caller id information.

voice.cancel-after-call-work-on-business-call

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the After Call Work status of the voice channel should be canceled when the agents switches from After Call Work to Ready or Not Ready during a business call. This option is specific to SIP Server environments.

voice.cancel-after-call-work-on-done

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies if the voice channel should be forced to its former status when the agent marks the voice interaction as 'done' while the voice channel is in After Call Work status.

voice.clear-conference-on-release

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: When this option is set to true, all the parties in the conference are released when the last agent leaves the conference.

voice.enable-dtmf-tone

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: When this option is set to true, a tone is played when the agent selects a DTMF key.

voice.floating-interaction-mode.auto-collapse

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When this option is set to true, new floating voice interactions will automatically be collapsed. When this option is set to false, new floating voice interactions will not be collapsed.

voice.hold-active-call-on-make-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the active call is placed on hold when an agent makes an independent call. When disabled, the make call operation isn't available if there is a call on hold.

voice.hold-indicator-timer

- Default Value: 30,60

- **Valid Values:** An integer for the number of seconds before Workspace displays the warning indicator and an integer for the number of seconds before Workspace displays the alarm indicator.
- **Changes take effect:** When the session is started or restarted.
- **Description:** Defines two alarm thresholds, in seconds, that warn agents when a voice call is on hold for a long time. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

voice.mark-done-on-release

- **Default Value:** false
- **Valid Values:** true, false
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies if an interaction should be closed automatically if a Release message is received. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

voice.prompt-for-end

- **Default Value:** false
- **Valid Values:** true, false
- **Changes take effect:** When the session is started or restarted.
- **Description:** Specifies whether Workspace displays a confirmation message when the agent clicks 'End'. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

voice.reject.counter-key-name

- **Default Value:**
- **Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- **Changes take effect:** When the session is started or restarted.
- **Description:** The key that is used to populate a counter in attached data when a call is rejected. This option can be overridden by a routing strategy described in this [Configuration Guide](#).

voice.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 voice interaction is ringing. For example: 'BELL|7|0'. Specifies the warning message sound-configuration string. 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

voice.use-caller-id-display-name

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables the Caller Id Display Name and allows it to be used when caller id is used. This feature requires that the value of the SIP Server TServer/use-display-name option be set to true. The Caller Id Display Name should be the display name of the caller ID in business attribute value specified by the intercommunication.voice.make-call-caller-id-business-attribute option.

privilege.voice.can-answer-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to answer manually an incoming voice call. Setting this option to false hides the **Accept** button in the Interaction notification pop-up.

privilege.voice.can-extend-after-call-work

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to extend the After Call Work state. Depends on privilege.voice.can-use.

privilege.voice.can-forward

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables forward of voice call. This option requires privilege.voice.can-use to be true.

privilege.voice.can-hold-retrieve-call

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

- Description: Enables and agent to hold or retrieve a voice call.

privilege.voice.can-make-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to make a new call from any area enabling this function. Depends on privilege.voice.can-use.

privilege.voice.can-one-step-conference

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables instant conferencing of a voice call. Depends on [privilege.voice.can-use.

privilege.voice.can-one-step-transfer

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables instant conferencing of a voice call. Depends on privilege.voice.can-use.

privilege.voice.can-reject-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to reject an incoming voice call. Depends on privilege.voice.can-use.

privilege.voice.can-release-call

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables manual ending of voice call. Depends on privilege.voice.can-use.

privilege.voice.can-send-dtmf

- Default Value: false

- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Enables agents to send DTMF during a voice call. Depends on `privilege.voice.can-use`.

`privilege.voice.can-show-hold-duration`

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Enables agents to see the hold duration for a voice call. Depends on `privilege.voice.can-use`.

`privilege.voice.can-show-post-call-duration`

- Default Value: false
- Possible Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Enables agents to see the post call duration for a voice call, in the tooltip and in the interaction bar. Depends on `privilege.voice.can-use`.

`privilege.voice.can-two-step-conference`

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables two step conference for voice calls. This option requires `privilege.voice.can-use` to be true.

`privilege.voice.can-two-step-transfer`

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables two step transfer of of a voice call. Depends on `privilege.voice.can-use`.

`privilege.voice.can-use`

- Default Value: true
- 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 Voice

channel.

privilege.voice.consultation.can-use-caller-id

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables agents to use caller ID for consultations. Depends on privilege.voice.can-use.

privilege.voice.make-call.can-use-caller-id

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables agents to use caller ID for making calls. Depends on privilege.voice.can-use.

privilege.voice.show-monitoring.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables agents to be notified that the current call is monitored by a supervisor.

privilege.voice.single-step-conference.can-use-caller-id

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables agents to use caller ID for single-step conferences. Depends on privilege.voice.can-use.

privilege.voice.single-step-transfer.can-use-caller-id

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables agents to use caller ID for single-step transfers. Depends on privilege.voice.can-use.