GENESYS™

Web Services and Applications Configuration Guide

Workitems

5/6/2025

Workitems

Workspace Web Edition provides the following options for managing Workitems:

intercommunication.<media-type>.queue

- Default Value:
- Valid Values: The name of a valid Script object of the Interaction Queue type
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the Interaction Queue that is used by the routing based feature for workitems.

The following attached data is added by Worskpace:

`IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequestType`

intercommunication.<media-type>.routing-based-actions

- Default Value: `OneStepTransfer`
- Valid Values: A comma-separated list of valid operation names from the following list: `OneStepTransfer`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of routing based actions that an agent is allowed to perform.

intercommunication.<media-type>.routing-based-targets

- Default Value:
- Valid Values: A comma-separated list of valid object types from the following list: `Agent`, `InteractionQueue`.
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of targets that are contacted through the routing based mechanism for the requests that are defined in the intercommunication.<media-type>.routing-based-actions option.

> ### Important
> The **AgentGroup** and **Skill** targets are always addressed through routing; therefore, they are not affected by this option.

openmedia.workitem-channels

- Default Value:
- Valid Values: A comma-separated list of valid media types.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of Workitem channels that are used by the agents.

workbin.<media-type>.in-progress

- Default Value:
- Valid Values: The name of a valid Script object of the Interaction Workbin targets that is owned by agents.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the workbin to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin, but cannot save interactions to it.

workbin.<media-type>.in-progress.displayed-columns

- Default Value: `From,To,Subject,Received`
- Valid Values: A comma-separated list of Interaction Server interaction properties.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of interaction fields displayed as columns in the specified workbin.

<media-type>.auto-answer

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a workitem is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

<media-type>.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 a user clicks the **Done** button. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

<media-type>.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid URL file path, '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path to the sound file that is played when the workitem interaction is ringing. For example: BELL|7|0. The value has three components that are separated by the character '|'.
  - The first component is the sound file name, such as the BELL, RING, CHORD or WARNING predefined aliases or an absolute url to a mp3 file).
  - The second component is a priority; the higher the integer the higher the priority.
  - The third component is a duration..A value of -1 means to play and repeat until an explicit message stops it with an established event for instance. A value of 0 means to play the whole sound one time. A value that is greater than 0 means a time in milliseconds to play and repeat the sound.

privilege.workitem-channels.can-use

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: The agent is allowed to use all WorkItem channels configured in the openmedia.workitem-channels option.

privilege.<media-type>.can-decline

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent is allowed to decline incoming workitems. Depends on privilege.workitem-channels.can-use.

privilege.<media-type>.can-mark-done

- Default Value: `true`
- Valid Values: `true`, `false`

`Changes take effect: When the session is started or restarted.`

- Description: Allows agents to mark a workitem as done without further processing.

privilege.<media-type>.can-move-to-workbin

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent is allowed to move a workitem to the workbin. Depends on privilege.workitem-channels.can-use.

privilege.<media-type>.can-one-step-transfer

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to true, the agent is allowed to use instant workitem transfer. Depends on privilege.workitem-channels.can-use.

privilege.<media-type>.can-set-interaction-disposition

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to set disposition code of Workitem interactions. Depends on privilege.workitem-channels.can-use.