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Web Services and Applications Configuration Guide

[Email](#)

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Email

Workspace Web Edition provides the following options for managing Email:

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email.auto-answer

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

email.default-queue

- Default Value: *An empty string.*
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Interaction queue in which new or reply outbound emails are submitted.

email.forward-queue

- Default Value: ""
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Interaction queue where Workspace submits forwarded outbound emails.

email.forward.enable-cc-addresses

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether it is possible to add cc addresses when forwarding an inbound email to an external resource.

email.forward.enable-instructions

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether it is possible for agents to add instructions when forwarding an inbound email to an external resource.

email.forward.enable-multiple-to-addresses

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether it is possible to forward an inbound email to multiple external resources.

email.from-addresses

- Default Value: *An empty string.*
- 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: Specifies a character string that specifies the name of the Business Attribute which contains the Attribute Values that are used as available addresses. These come from the addresses of email interactions. You can set a default value by using the flag from the Business Attribute value. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

email.html-format

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format of a new outbound email. When set to 'true', new email will be formatted in HTML.

email.include-original-text-in-reply

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the text of the original inbound email is included in the outbound reply email. This option can be overridden by a routing strategy, as described in this [Configuration Guide](#).

email.inline-forward-header

- Default Value: \$FullHeader\$
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the character string that is used to introduce the inbound email content in the body of the inline forward email. The value \$FullHeader\$ inserts the entire header of the inbound email into the inline forwarded email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: "On <date>, <contact> wrote:"

email.inline-forward-prefix

- Default Value: Fwd:
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the inline forward prefix that is added to subject of the forwarded inbound email.

email.inline-forward-queue

- Default Value:
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Interaction queue in which in-line forwarded inbound emails are submitted.

email.max-attachment-size

- Default Value: 0
- Valid Values: A positive integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum number of megabytes of one file that agents can attach to an external email interaction. The attachment is refused by the system and an error message is displayed to the agent if the size in megabytes of the attached file exceeds this value. The value 0 means that there is no restriction.

email.max-attachments-size

- Default Value: 0
- Valid Values: A positive integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum number of total megabytes of files that agents can attach to an external email interaction. An error message is displayed to the agent if the total number of megabytes for all attached files exceeds this value. The value 0 means that there is no restriction.

email.outbound-queue

- Default Value: *An empty string.*
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Interaction Queue in which outbound emails are placed when agents click 'Send' or 'Send Interim'. This options is used only when Interaction Workflow does not set 'Queue for New Interactions' when it is routing Inbound Emails to Agents.

email.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 the user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in this [Configuration Guide](#).

email.qa-review-dispositions-business-attribute

- Default Value: ""
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for qa-review-dispositions code. This option can be overridden by a routing strategy, as described in this [Configuration Guide](#).

email.quote-char

- Default Value: >
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: For outbound email that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound email interaction in the outbound email interaction body.

email.quote-header

- Default Value: \$FullHeader\$
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the character string that is used to introduce the quoted inbound email content in the body of the outbound email. The value \$FullHeader\$ inserts the entire header of the inbound email into the outbound email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: "On <date>, <contact> wrote:"

email.reply-format

- Default Value: auto
- Valid Values: auto, html, plain-text
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format of an outbound email reply:

- auto: outbound email reply format is the same as corresponding inbound email.
- html: outbound email reply format is forced to html.
- plain-text: outbound email reply format is forced to plain text.

email.reply-prefix

- Default Value: Re :
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the reply-prefix that is added to subject of the inbound email.

email.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 an email 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

email.signature

- Default Value: An empty string
- Valid Value: The type and location of the signature template in the following format: "response:<path to the standard response>".
- Changes take effect: When the session is started or restarted.
- Description: Specifies the type and location of the signature template that Workspace should add to outbound emails. The value has two components that are separated by a colon:

1. "response"
2. The standard response name and the full path of the parent category in the Standard Response Library.

For example, "response:Signatures\Classic".

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

email.signature.line-<n>

- Default Value: *An empty string.*
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the row number of the signature by a string that can contain regular characters and the following field codes: \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$. <n> is starting at 0. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

privilege.email.can-add-attachment

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to add attached files to outbound emails. Depends on privilege.email.can-use.

privilege.email.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 can decline incoming email interactions. Depends on privilege.email.can-use.

privilege.email.can-delete

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

privilege.email.can-forward

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

privilege.email.can-inline-forward

- Default Value: false
- 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 forward an email inline instead of as an attachment.

privilege.email.can-mark-done

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to mark an inbound email as done without further processing. Depends on privilege.email.can-use.

privilege.email.can-move-to-workbin

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to move emails to workbins. Depends on privilege.email.can-use.

privilege.email.can-one-step-transfer

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to one-step transfer emails. Depends on privilege.email.can-use.

privilege.email.can-reply

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

privilege.email.can-reply-all

- Default Value: true

- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to reply all to emails. Depends on `privilege.email.can-use`.

`privilege.email.can-save`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to save emails. Depends on `privilege.email.can-use`.

`privilege.email.can-send`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to send emails. Depends on `privilege.email.can-use`.

`privilege.email.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 Email channel.