GENESYS™

Web Services and Applications Configuration Guide

Workbin

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Workbin

Workspace Web Edition provides the following options for managing Workbins:

workbin.email.draft

- Default Value: *An empty string*
- Valid Values: The name of a valid Script object of type Interaction Workbin 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 draft email.

workbin.email.draft.displayed-columns

- Default Value: `To,Subject,Submitted`
- Valid Values: A comma separated list of Interaction Server interaction properties, for example: `To, Subject,Submitted`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of interaction fields displayed as columns in the workbin that stores draft email.

workbin.email.in-progress

- Default Value: *An empty string*
- Valid Values: Specifies the name of a valid Script object of type `Interaction Workbin` that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is to be used to store inbound email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

workbin.email.in-progress.displayed-columns

- Default Value: `From,Subject,Received`
- Valid Values: A comma separated list of Interaction Server interaction properties, for example: `From, Subject,Received`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of interaction fields displayed as columns in the workbin that stores inbound email for later processing.

workbin.facebook.draft

- Default Value: ""

- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

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

- Description: The name of the workbin that is used to store draft Facebook posts.

workbin.facebook.draft.displayed-columns

- Default Value: `To,Subject,Submitted`

- Valid Values: A comma separated list of Interaction Server interaction properties, for example: `To,Subject,Submitted`.

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

- Description: Specifies the list of interaction fields displayed as columns in the workbin that stores draft Facebook posts.

workbin.facebook.in-progress

- Default Value: ""

- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

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

- Description: The name of the workbin that is used to store inbound Facebook posts for later processing, after an agent explicitly saved the Facebook post or submitted an outbound reply.

workbin.facebook.in-progress.displayed-columns

- Default Value: `From,Subject,Received`

- Valid Values: A comma separated list of Interaction Server interaction properties, for example: `From,Subject,Received`.

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

- Description: Specifies the list of interaction fields displayed as columns in the workbin that stores inbound Facebook posts for later processing.

workbin.twitter.draft

- Default Value: ""

- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

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

- Description: The name of the workbin that is used to store draft Twitter posts.

workbin.twitter.draft.displayed-columns

- Default Value: `To,Subject,Submitted`

- Valid Values: A comma separated list of Interaction Server interaction properties, for example: `To,Subject,Submitted`.

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

- Description: Specifies the list of interaction fields displayed as columns in the workbin that stores draft Twitter posts.

workbin.twitter.in-progress

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is used to store inbound Twitter posts for later processing, after an agent explicitly saved the Twitter post or submitted an outbound reply.

workbin.twitter.in-progress.displayed-columns

- Default Value: `From,Subject,Received`
- Valid Values: A comma separated list of Interaction Server interaction properties, for example: `From, Subject,Received`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of interaction fields displayed as columns in the workbin that stores inbound Twitter posts for later processing.

workbin.<media-type>.in-progress

- Default Value:
- Valid Values: The name of a valid Script object for the Interaction Workbin type 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 the specified workitem media type. Agents can open interactions from this workbin but not save interactions to it.

workbin.<media-type>.<workbin-nickname>

- Default Value: *An empty string*
- Valid Values: The name of a valid Script object of type `Interaction Workbin` that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

workbin.<media-type>.<workbin-nickname>.displayed-columns

- Default Value: `From,To,Subject,Received`
- Valid Values: Comma-separated list of Interaction Server interaction properties, for example: `From, Subject,Received`

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

- Description: The list of interaction fields displayed as columns in the specified workbin.

privilege.my-team-workbins.can-use

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: When the session is started or restarted.
- Description: Allows access to My Team Workbins.

privilege.workbins.can-use

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