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Web Services and Applications Migration Guide

New and updated configuration options and API operations

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Contents

- 1 New and updated configuration options and API operations
 - 1.1 Web Services and Applications deployment update
 - 1.2 Workspace Web Edition configuration option updates
 - 1.3 Gplus Adapters configuration option updates
 - 1.4 Web Services API updates

New and updated configuration options and API operations

After migrating your Web Services and Applications deployment, review the list of added or updated configuration and API options to decide if you want to maintain the default state of the options or modify them to match your deployment requirements.

Web Services and Applications deployment update

Web Services and Applications version 8.5.201.41 introduces an important update to the **serverSettings** section of the **application.yaml** file. The **updateOnStartup** section is introduced. This update changes the previous behavior where settings were automatically updated on startup. To ensure that your deployment's configuration settings are automatically updated on startup, change the **updateOnStartup** settings on each Web Services and Applications node as follows:

```
updateOnStartup:
  statistics: true
  opsCredentials: true
  features: true
```

For more information, see [Server settings](#).

Workspace Web Edition configuration option updates

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.XX:

- [privilege.teamlead.can-monitor-routing-point](#)
- [teamlead.monitorable-routing-points](#)
- [voice.caller-id.key-name](#)

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.23:

- [permissions-agent-group-exclude](#)
- [permissions-agent-group-restrict](#)
- [privilege-SRL-can-quick-search](#)
- [service-client-api-block-markdone-timeout](#)
- [statistics-gadget-statistics](#)

- `statistics-gadget-statistics-max-size`

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.04:

- `privilege.voice.can-answer-call`
- `voice.use-caller-id-display-name`
- `privilege.mychannels.pending-state.can-use`
- `email.inline-forward-header`
- `email.inline-forward-prefix`
- `email.inline-forward-queue`
- `email.quote-header`
- `privilege.email.can-inline-forward`
- `privilege.contact.can-inline-forward.email.from-history`
- `teamcommunicator.permissions.agent-group.exclude`
- `teamcommunicator.permissions.agent.exclude-from-agent-groups`
- `teamcommunicator.permissions.agent.restrict-to-agent-groups`
- `login.voice.nb-dn-less-phone-number-stored`
- `login.voice.prompt-dn-less-phone-number.enable-dynamic-dn`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.92:

- `privilege.outbound.push-preview.can-use`
- `editor.fonts`
- `editor.font-sizes`
- `editor.default-font`
- `editor.default-font-size`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.84:

- `contact.history.media-filters`
- `privilege.active-recording.can-pause`
- `privilege.active-recording.can-monitor-recording`
- `kpi.displayed-kpis`
- `voice.auto-answer.is-enabled-on-already-in-call`
- `voice.cancel-after-call-work-on-business-call`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.76:

- `email.from-addresses`
- `login.workmode`
- `agent-status.ready-workmode`
- `toast.window-title`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.68:

- `privilege.sipendpoint.can-use`
- `privilege.sipendpoint.can-change-microphone-volume`
- `privilege.sipendpoint.can-change-speaker-volume`
- `privilege.sipendpoint.can-mute-microphone`
- `privilege.sipendpoint.can-mute-speaker`
- `sipendpoint.uri`
- `sipendpoint.sip-server-address`
- `sipendpoint.register-interval`
- `sipendpoint.register-max-attempts`
- `sipendpoint.ping-interval`
- `sipendpoint.max-failed-ping`
- `sipendpoint.transport-protocol`
- `">standard-response.field.<[Agent.]CustomFieldCode>`
- `voice.hold-active-call-on-make-call`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.61:

- `accessibility.focus-on-interaction-toast`
- `.focus-on-interaction-toast">accessibility.<media-type>.focus-on-interaction-toast</media-type>`
- `contact.history-default-time-filter-main`
- `contact.myhistory-default-time-filter-main`
- `.enable-create">contact.ucs-interaction.<media-type>.enable-create</media-type>`
- `privilege.contact.can-open.email.from-history`
- `.from-history">privilege.contact.can-open.<media-type>.from-history</media-type>`
- `statistics.routing-points`
- `privilege.email.can-decline`
- `login.list-available-locales`
- `login.store-recent-place`
- `views.MyWorkspaceRegion.order`

- `webme.useSecuredHistoryAPI`
- `privilege.workitem-channels.can-use`
- `.can-decline">privilege.<media-type>.can-decline</media-type>`
- `.can-mark-done">privilege.<media-type>.can-mark-done</media-type>`
- `.can-move-to-workbin">privilege.<media-type>.can-move-to-workbin</media-type>`
- `.can-one-step-transfer">privilege.<media-type>.can-one-step-transfer</media-type>`
- `.can-set-interaction-disposition">privilege.<media-type>.can-set-interaction-disposition</media-type>`
- `openmedia.workitem-channels`
- `.auto-answer"><media-type>.auto-answer</media-type>`
- `.prompt-for-done"><media-type>.prompt-for-done</media-type>`
- `.ringing-bell"><media-type>.ringing-bell</media-type>`
- `.queue">intercommunication.<media-type>.queue</media-type>`
- `.routing-based-actions">intercommunication.<media-type>.routing-based-actions</media-type>`
- `.routing-based-targets">intercommunication.<media-type>.routing-based-targets</media-type>`
- `.in-progress">workbin.<media-type>.in-progress</media-type>`
- `.in-progress.displayed-columns">workbin.<media-type>.in-progress.displayed-columns</media-type>`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.50:

- `accessibility.voicemail-message-change-bell`
- `contact.all-interactions-displayed-columns`
- `contact.all-interactions-quick-search-attributes`
- `contact.date-search-types`
- `contact.history-search-attributes`
- `privilege.contact.can-advanced-search-all-interactions`
- `privilege.contact.can-advanced-search-contact-history`
- `privilege.contact.can-advanced-search-my-history`
- `privilege.contact.can-filter-all-interactions`
- `privilege.contact.can-filter-contact-history`
- `privilege.contact.can-filter-my-history`
- `privilege.contact.can-search-all-interactions`
- `interaction-bar.quick-access-modes`
- `interaction-bar.quick-access-modes`
- `interaction.reject-route`
- `intercommunication.voice.routing-points`

- `login.list-available-locales`
- `service-client-api.accepted-web-content-origins`
- `service-client-api.rate-limit.service-name`
- `voice.enable-dtmf-tone`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.41:

- `teamlead.myagents.refresh-rate`
- `accessibility.voicemail-message-change-bell`
- `accessibility.visual-impairment-profile`
- `statistics.refresh-time`
- `keyboard.shortcut.interaction.next`
- `keyboard.shortcut.interaction.previous`
- `keyboard.shortcut.jump-to-last-error`
- `web-rtc.enable-dtmf-tone`
- `interaction.disposition.cache-timeout-delay`
- `web-rtc.identifier.x-last-digit-displayed`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.29:

- `system.feedback.submit-after-disconnect`
- `privilege.chat.can-push-url`
- `chat.push-url.max-records`
- `rebranding.company-logo`
- `rebranding.login.company-logo`
- `rebranding.about.company-logo`
- `rebranding.product-major-name`
- `rebranding.product-minor-name`
- `rebranding.product-version`
- `rebranding.company-favicon`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.18:

- `privilege.active-recording.can-monitor-recording`
- `privilege.facebook.can-use`
- `privilege.chat.can-click-to-dial`
- `contact.myhistory-quick-search-attributes`

- `contact.history-quick-search-attributes`
- `expression.team-communicator-phone-number`
- `teamcommunicator.voice.list-status-reachable`
- `voice.clear-conference-on-release`

Gplus Adapters configuration option updates

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.XX:

- `screenpop.openmedia.on-invite`
- `salesforce.keep-session-alive`
- `salesforce.chat.transcript-custom-field-name`

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.23:

- `screenpop.enable-for-consult`

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.04:

- `screenpop.email.on-invite`
- `statistics.badge-resource`
- `statistics.badge-statistic`

The following configuration option has been updated in Web Services and Applications version 8.5.201.92:

- `screenpop.chat.on-invite`

The following configuration options have been updated in Web Services and Applications version 8.5.201.84:

- `login.default-view`
- `statistics.allow-footer-view`

The following configuration option has been updated in Web Services and Applications version 8.5.201.76:

- `privilege.active-recording.can-use`

The following configuration options have been updated in Web Services and Applications version 8.5.201.68:

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

No configuration options have been added or updated in Web Services and Applications version 8.5.201.61.

No configuration options have been added or updated in Web Services and Applications version 8.5.201.50.

The following configuration option has been added or updated in Web Services and Applications version 8.5.201.41:

- `privilege.add-contact.can-use`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.29:

- `feedback.submit-after-disconnect`
- `.<salesforce%20argument>">templates.salesforce.<interaction type="">.<salesforce argument=""></salesforce></interaction>`
- `voice-note.key-name`

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.18:

- `salesforce.chat.enable-object-association-tracking`
- `salesforce.email.include-body-in-desc`
- `salesforce.user-data.object-type-key`

Web Services API updates

The following updates have been made in Web Services and Applications version 8.5.202.XX:

- **ServiceAPI**
 - `Configuration`
- **Voice API**
 - `Device Resource`
 - `SupervisorListenIn`
 - `SupervisorCoach`
 - `SupervisorBargeln`
- Configuration Options
 - **`enableRPMonitoring`** option

- **useEmployeeIdAsAgentLoginForSIPCluster** option

The following updates have been made in Web Services and Applications version 8.5.202.23:

- **Contacts API**
 - **Get contacts**
- **ServiceAPI**
 - **Runtime**

The following updates have been made in Web Services and Applications version 8.5.202.04:

- **Voice API**
 - **StartContactCenterSession**
- **Chat API**
 - **RemoveParticipantFromConference**
- **Workbin API**
 - **WorkbinRequestStats**
 - **WorkbinRequestAgentStats**

No updates have been made in Web Services and Applications version 8.5.201.92.

No updates have been made in Web Services and Applications version 8.5.201.84.

The following updates have been made in Web Services and Applications version 8.5.201.76:

- **Chat API**
 - **SendNicknameUpdatedNotice**
 - **Transfer**
 - **Complete**
 - **Leave**
 - **SendToAgents**
 - **SendMessage**
- **Voice API**
 - **StartContactCenterSession**
 - **Ready**
- **Channels API**
 - **Set all channels to Ready**

- **Supervisor Agent State Control API**

- Ready
- NotReady
- DoNotDisturbOff
- DoNotDisturbOn
- Offline

The following updates have been made in Web Services and Applications version 8.5.201.68:

- **Voice API**

- StartContactCenterSession

- **Platform Configuration API**

- **Standard Responses API**

- RenderStandardResponse

The following updates have been made in Web Services and Applications version 8.5.201.61:

- **UCS Integration with Voice API**

- **Digital User Events API**

The following updates have been made in Web Services and Applications version 8.5.201.50:

- **enableSSL** option
- **Channel Resource API**
- **Contact Resource API**

The following updates have been made in Web Services and Applications version 8.5.201.41:

- **Standard Responses API**

- GetStandardResponse
- RenderStandardResponse
- ReportStandardResponseUsage
- GetStandardResponseFavorites
- AddStandardResponseFavorite
- DeleteStandardResponseFavorite
- DeleteAllStandardResponseFavorites
- GetDocumentStandardResponse

- **Chat API**

- [AddAttachment](#)
- [GetAttachment](#)
- [RemoveAttachment](#)
- [UploadFile](#)
- [DeleteFile](#)
- [GetAgentInteractions](#)

The following updates have been made in Web Services and Applications version 8.5.201.29:

- **Workbin API**
 - [GetGroupWorkbinContent](#)
 - [Subscribe to Group Workbin Notifications](#)
 - [Unsubscribe from Group Workbin Notifications](#)
 - [GetWorkbins](#)

The following updates have been made in Web Services and Applications version 8.5.201.18:

- **Chat API**
 - [GetAgentInteractions](#)