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# Workspace Desktop Edition Deployment Guide

[Contact Options](#)

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# Contact Options

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## Contact

### contact.available-directory-page-sizes

- Default Value: 5, 10, 25, 50
- Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.
- Changes take effect: When the application is started or restarted.
- Description: The possible values for number of rows per page in the contact directory search result view.

### contact.cache-timeout-delay

- Default Value: 600
- Valid Values: An integer from 1 through 3600.
- Changes take effect: When the application is started or restarted.
- Description: The delay, in seconds, before the cache of the result of a Universal Contact Server request is cleared.

### contact.date-search-types

- Default Value: On, OnOrAfter, Before
- Valid Values: On, OnOrAfter, Before
- Changes take effect: When the application is started or restarted.
- Description: The list of search types that are available for the agent to use to search the contact database by date.

### contact.default-directory-page-size

- Default Value: 10
- Valid Values: An integer from 1 through 50.
- Changes take effect: When the application is started or restarted.
- Description: The default value for the number of rows per page in the contact directory search result view. The value must be defined in the contact.available-directory-page-sizes option.

### contact.directory-advanced-default

- Default Value: LastName, PhoneNumber

- Valid Values: A comma-separated value list of Attribute Value names that correspond to searchable contact field names.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of contact attributes that are presented by default in the advanced search form of the **Contact Directory** view.

### contact.directory-default-mode

- Default Value: ListView
- Valid Values: A value from the following list: ListView, GridView
- Changes take effect: Immediately.
- Description: Specifies which view of the Contact Directory is displayed by default. ListView provides quicker search performance and tokenized search items, but no sort on the result. GridView results are sortable result, but the search is less powerful, and the search items are non-tokenized.

### contact.directory-displayed-columns

- Default Value: LastName,FirstName,PhoneNumber,EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names -- for example: LastName,FirstName,PhoneNumber,EmailAddress.
- Changes take effect: When the application is started or restarted.
- Description: The list of contact fields that are displayed when the results of a contact search are rendered.

### contact.directory-permissions.<ContactAttributeName>

- Default Value: ""
- Valid Values: In a key, a valid searchable contact attribute name. In a value, a comma-separated list of strings that are applicable to the specified contact attribute.
- Changes take effect: At the next contact search.
- Description: This option can be used as a template to specify a contact attribute name (in a key) and the associated values (in a value) that is used to restrict the access of specific agents to the contact directory. Modifies the search logic whenever the Application, Tenant, Agent Group, or Agent makes a contact search request based on a set of attribute values that are configured for contacts in your Universal Contact Server database. Refer to the [Restricting Access to the Contact History and Contact Directory](#) section for information about how to configure this option.

### contact.directory-search-attributes

- Default Value: LastName,FirstName,PhoneNumber,EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to searchable contact field names.
- Changes take effect: When the application is started or restarted.

- Description: The list of contact fields that can be used as search parameters.

### contact.directory-search-types

#### **Modified:** 8.5.1xx.xx

- Default Value: begins-with, is
- Valid Values: A comma-separated list of values from the following: contains, begins-with, is
- Changes take effect: When the application is started or restarted.
- Description: The list of search types that are available for the agent to use to search the contact database in Advanced Search mode. Specifying the value contains might have a performance impact on Universal Contact Server.

### contact.displayed-attributes

- Default Value: Title, FirstName, LastName, PhoneNumber, EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names.
- Changes take effect: When the application is started or restarted.
- Description: The list of contact fields that are displayed when a Contact record is rendered.

### contact.history.filters-<custom attribute>

- Default Value: ""
- Valid Values: In the key, a valid searchable interaction attribute name. In the value, a comma-separated list of strings applicable to the specified interaction attribute. Use the \$All\$ and \$Other\$ keywords to enable filtering on "all" or "other" values for this attribute.
- Changes take effect: At the next contact search.
- Description: This option can be used as a template to specify an interaction attribute name (in key) and the associated values (in value) that is used to automatically filter the contact history. Refer to [Managing Contacts](#) for more information.

### contact.history.media-filters

- Default Value: voice, email, chat, sms
- Valid Values: A comma-separated value of valid media type names.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of media types that can be used to filter the Contact History.

### contact.history-advanced-default

- Default Value: Status, StartDate

- Valid Values: A comma-separated value list of Contact History items to display in the interaction view.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of interaction attributes that are presented by default in the advanced search form of the **Contact History**, **My History** and **Interaction Search** views.

### contact.history-default-time-filter-main

#### **Added:** 8.1.402.xx

- Default Value: 1M
- Valid Values: A value from the following list: All, 1M, 1W, 1D.
- Changes take effect: When the application is started or restarted.
- Description: Specifies which Time Filter is selected by default in the Contact History view when an agent accesses the main history data source.
  - All: all interactions from Main UCS Data Base.
  - 1M: interactions from Main UCS Data Base that were created less than 1 month ago.
  - 1W: interactions from Main UCS Data Base that were created less than 1 week ago.
  - 1D: interactions from Main UCS Data Base that were created less than 1 day ago.

### contact.history-displayed-columns

- Default Value: Status,Subject,StartDate,EndDate,OwnerId
- Valid Values: A comma-separated value list of Contact History items to display in the interaction view -- for example: Status,Subject,StartDate,EndDate,OwnerId.
- Changes take effect: When the application is started or restarted.
- Description: Defines the list of Contact History items that are displayed in the interaction view.

### contact.history-displayed-columns-treeview

- Default Value: Subject,Status,StartDate
- Valid Values: A comma-separated value list of Contact History items to display in the threaded view of interactions, for example: Status,Subject,StartDate,EndDate,OwnerId
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of Contact History items that are displayed in the threaded view of interactions.

### contact.history-search-attributes

- Default Value: Status,StartDate,EndDate
- Valid Values: A comma-separated value list of Contact History items to display in the interaction view -- for example: Status,StartDate,EndDate, Subject

- Changes take effect: When the application is started or restarted.
- Description: Defines the list of Contact History items that an agent can use to search the History database.

### contact.last-called-agent.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: When this option is set to true, the LastCalledAgent\_EmployeeID of the contact is set to employee ID of the agent when an interaction is presented to the agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

This option is taken into account only when the option `contact.last-called-agent.<media-type>.enable` is not defined for the applicable media type.

### contact.last-called-agent.<media-type>.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: When this option is set to true, the LastCalledAgent\_EmployeeID of the contact is set to the employee ID of the agent when an interaction of the given media type is presented to the agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

This option overrides the `contact.last-called-agent.enable` option. Use the voice-campaign media-type to define the look-up behavior for outbound campaign interactions.

### contact.lookup.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace features that rely on the Universal Contact Server (UCS) for contact lookup when an interaction is presented to the Agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).  
**Note:** This option is overridden by the attached data IdentifyCreateContact and the option `contact.lookup.<media-type>.enable`.

### contact.lookup.<media-type>.enable

- Default Value: true

- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace features that rely on the Universal Contact Server (UCS) IdentifyService for contact lookup when an interaction is presented to the Agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).  
**Note:** This option is overridden by the attached data IdentifyCreateContact. The media-type voice-campaign refers to outbound campaign interactions. Valid values for media-type are: voice, email, chat, smssession, and workitem.

### contact.lookup.enable-create-contact

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: When option `contact.lookup.enable` is set to true, this option specifies that the Universal Contact Server (UCS) can create a contact if the initial search cannot find any existing contact. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).  
**Note:** This option is overridden by the attached data IdentifyCreateContact and the `contact.lookup.<media-type>.enable-create-contact` option.

### contact.lookup.<media-type>.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace features that rely on Universal Contact Server (UCS) for contact lookup when an interaction of the given media type is presented to the agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).  
**Note:** This option overwrites the `contact.lookup.enable` option. It is not taken into account when the attached data 'IdentifyCreateContact' is set in the interaction. Use the voice-campaign media-type to define the lookup behavior in the context of outbound campaign interactions.

### contact.lookup.<media-type>.enable-create-contact

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) can create a contact if the initial search cannot find any existing contact. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).



**Note:** This option overwrites the `contact.lookup.enable-create-contact` option. It is not taken into account when the attached data 'IdentifyCreateContact' is set in the interaction. Use the voice-campaign media-type to define the lookup and create behavior in the context of outbound campaign interactions.

### `contact.lookup.voice.use-dialed-phone-number`

#### **Added:** 8.1.401.49

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: When the value of this option is set to `true`, Workspace executes the UCS Contact Look-up request using the normalized value of the number that was manually dialed by the agent.  
**Note:** The normalized phone number is the string that results from the execution of the logic that is configured by the `expression.phone-number.supported-characters` option and before the `dial-plan-rule-<name>` is applied. When the value is set to `false`, Workspace applies the Contact Look-up with the phone number that is returned by the T-Server in the `EventDialing`, which can contain the string transformed by the execution of the dialing rules.

### `contact.mandatory-attributes`

- Default Value: `Title,FirstName,LastName,PhoneNumber,EmailAddress`
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names.
- Changes take effect: When the application is started or restarted.
- Description: The list of contact fields that must be filled to be able to save a contact.

### `contact.metrics.enable-interactions-in-progress`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Activates the Interaction Workspace features that display the number of eServices interactions that are in progress in the current contact history.

### `contact.metrics.time-frame-customer-notification`

- Default Value: `1`
- Valid Values: `0` or any positive integer value less than or equal to `1000`.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the search timeframe, in days, from which existing open and closed interactions are to be reported. If the value is set to `0`, the feature is disabled. If the value is set to a number that is

greater than 0, the feature that displays in the interaction view the number of interactions that were sent or received by the contact for the specified number of days is activated.

### contact.multiple-value-attributes

- Default Value: EmailAddress,PhoneNumber
- Valid Values: A comma separated value list of Attribute Value names that correspond to contact field names.
- Changes take effect: When the application is started or restarted.
- Description: A list of contact attributes that can support multiple values.

### contact.myhistory-default-time-filter-main

#### **Added: 8.1.402.xx**

- Default Value: 1M
- Valid Values: A value from the following list: All, 1M, 1W, 1D.
- Changes take effect: When the application is started or restarted.
- Description: Specifies which Time Filter is selected by default in the My History view when an agent accesses the main history data source.
  - All: all interactions from Main UCS Data Base.
  - 1M: interactions from Main UCS Data Base that were created less than 1 month ago.
  - 1W: interactions from Main UCS Data Base that were created less than 1 week ago.
  - 1D: interactions from Main UCS Data Base that were created less than 1 day ago.

### contact.myhistory-displayed-columns-treeview

- Default Value: Subject,Status,StartDate
- Valid Values: A comma-separated value list of Contact History items to be displayed in the threaded view of interactions in the MyHistory view, for example: Status, Subject, StartDate, and EndDate.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of Contact History items that are displayed in the threaded mode of the MyHistory view.

### contact.timeout-delay

- Default Value: 60
- Valid Values: An integer from 1 through 3600.
- Changes take effect: When the application is started or restarted.
- Description: The delay, in seconds, before a UCS request times out.

## contact.threading-ucs-interaction.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace feature that associates interactions that are submitted during multi-channel contact communication, such as `smssession`, in threads in Universal Contact Server history.

## contact.ucs-interaction.<media-type>.enable-create

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace feature that generates the interaction history in Universal Contact Server (UCS) based on the inbound and outbound interactions of type <media-type> that are handled by Interaction Workspace. Enable agents to create interactions of type <media-type>. The option is forced to the value false for the media-types `email`, `chat`, and `smssession`, as Media Server is responsible for submitting those interactions in UCS. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

## contact.ucs-interaction.<media-type>.enable-lookup

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace feature that looks up the history of existing interactions of the given <media-type> in Universal Contact Server (UCS) to update their content and status according to live interaction lifecycle. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).  
**Note:** For the media type `email`, this option is forced to the value true.

## contact.ucs-interaction.<media-type>.use-server-date

### **Added:** 8.1.402.xx

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies for the specified <media-type> whether Interaction Workspace sets the start and end dates of interactions by using the time of the local agent workstation, or uses the date and time specified by Universal Contact Server (UCS) when it creates or updates an interaction record in UCS. Use this option as a template and modify its name by replacing the <media-type> by an actual media

type that is defined in Management Framework.

**Note:** Depending on which UCS version you are using, setting this option to true might generate an additional request to UCS when Mark Done is set.