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# Workspace Desktop Edition Deployment Guide

IM Options

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# IM Options

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### IM

#### im.agent.prompt-color

- Default Value: #FF385078
- Valid Values: Valid hexadecimal (HTML) color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the prompt for the messages that are entered by the agent in the IM view.

#### im.agent.text-color

- Default Value: #FF000000
- Valid Values: Valid hexadecimal (HTML) color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text of the messages that are entered by the agent in the IM view.

#### im.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specify whether an IM interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

#### im.new-message-bell

- Default Value: ""
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. All special characters that are valid Windows file names.
- Changes take effect: Immediately.
- Description: Specify the new Instant Message sound configuration string -- for example: Sounds\bell.mp3|7|0  
The value has three components that are separated by the character '|':

1. The file name and folder relative to the application folder.
2. The priority -- The higher the integer the higher the priority.

### 3. The duration:

- a. 0 means play the whole sound one time.
- b. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

## im.other-agent.prompt-color

- Default Value: #FFD88000
- Valid Values: Valid hexadecimal (HTML) color code.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the color of the text of the messages that are entered by the target agent in the IM view.

## im.other-agent.text-color

- Default Value: #FF000000
- Valid Values: Valid hexadecimal (HTML) color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text of the messages that are entered by the target agent in the IM view.

## im.prompt-for-end

- Default Value: false
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether Interaction Workspace displays a confirmation message when the agent clicks End during an Instant Messaging session. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

## im.system.text-color

- Default Value: #FF8C8C8C
- Valid Values: Valid hexadecimal (HTML) color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text of the system messages in the IM view.

## im.time-stamp

- Default Value: true

- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specifies whether the timestamp is displayed in the transcript area.

### im.toast-timeout

- Default Value: 10
- Valid Values: An integer from 0 to MAXINT.
- Changes take effect: At the next interaction.
- Description: Defines the duration, in seconds, that the IM interaction notification is displayed in the Information area of the Main Window before the IM is rejected. The value 0 means that the Interactive Notification is displayed until the agent accepts the instant message invitation.