Workspace Desktop Edition Deployment Guide

Voice Options

12/17/2025

Voice Options

Contents

Voice

voice.auto-answer

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specify whether a voice 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.

voice.dtmf-inactivity-typing-timeout

- Default Value: `500`
- Valid Values: Any positive integer.
- Changes take effect: At the next interaction.
- Description: Defines the inactivity duration, in milliseconds, after which any buffered digits will be sent. A value of `0` means that each digit will be sent individually.

voice.enable-init-conference

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Specifies whether the `Initiate Transfer` and `Initiate Conference` functions are displayed as separate actions to the Agent in the Consultation area. When this option is set to `false`, the single menu item `Start Voice Consultation` is displayed. This menu item triggers the `Initiate Transfer` function.

voice.mark-done-on-release

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specify if an interaction should be closed automatically if a TServer Release event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

voice.one-step-trsf-mode

- Default Value: `default`
- Valid Values: At least one item from the list: `default`, `single-step-transfer`, `mute-transfer`
- Changes take effect: When the application is started or restarted.
- Description: Specifies the type of one-step transfer. If you specify `default`, the one-step transfer operation is `single-step-transfer`, if it is supported by your switch, or `mute-transfer`, if one-step transfer is not supported by your switch.

voice.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 a phone call.
  This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

voice.ringing-bell

- Default Value: `Sounds\Ring.mp3|10|-1`
- 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: At the next interaction.
- Description: Specify the Voice channel ringing sound configuration string, for example: Sounds\Ring.mp3|10|-1
  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. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.
   b. `0` means play the whole sound one time.
   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.