GENESYS™

Workspace Desktop Edition Deployment Guide

Workitem Options

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Contents

Workitem

<media-type>.auto-answer

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Specifies whether a workitem interaction of the specified type is accepted automatically when an Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

<media-type>.prompt-for-done

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Specifies if the application prompts a confirmation message when the user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

<media-type>.pull-from-history-isenabled

Added: 8.1.30x.xx

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: Immediately.
- Description: Specifies whether it is possible to pull an interaction of the specified media type from Contact History. This option is applicable only if at least one of the following privileges has been granted to the agent: `Contact - Can Pull From Queue`, `Contact - Can Pull Interactions In Shared Workbins`, `Contact - Can Pull Interactions In Workbins Not Owned By The User`. Before enabling this function for a given workitem media-type, contact your plug-in vendor to ensure that this feature is supported.

<media-type>.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 <media-type> 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 play and repeat 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.

<media-type>.toast-information-key

- Default Value: `Subject`

- Valid Values: Any valid attached data key name.

- Changes take effect: At the next interaction.

- Description: Specifies whether the Information area is displayed in the specified workitem channel interaction notification. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.