Workspace Desktop Edition Deployment Guide

Channels and interaction handling

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[**Modified:** 8.5.110.13, 8.5.111.21, 8.5.115.17, 8.5.117.18, 8.5.118.10]

The following media types are supported by Workspace:

- Voice and SIP Voice
- Voicemail
- Outbound Campaigns
- E-Mail
- Chat
- Video
- SMS and MMS
- Callback [**Added:** 8.5.111.21]
- Web Callback
- Workitems
- Social Media:
    - Facebook (by using an eServices plug-in)
    - Twitter (by using an eServices plug-in)
    - RSS (by using an eServices plug-in)

Force close stuck interactions

[**Modified:** 8.5.118.10]

Since 8.0, Workspace has enabled agents to force-close stuck interactions (at the case level) by using the **Force Close This Case** feature. Prior to 8.5.118.10, this capability was unconditional and could result in a real active interaction becoming uncontrollable by agents.

Beginning with 8.5.118.10, you can use the interaction.unconditional-force-close option to control the behavior of this feature. When this option is set to `false` (the *new* default value), Workspace disables the Force Close feature, but enables it only when the following conditions are detected:

- T-Server reports that the voice or IM call on which an operation is requested is no longer under agent control
- Interaction Server reports that the eServices interaction on which an operation is requested is no longer under agent control

Common interaction functionality

[**Modified:** 8.5.110.13, 8.5.115.17, 8.5.117.18, 8.5.118.10]

Workspace also supports the following functionality for various interaction types:

- Case Data (also called: Customer Case or Case Information)
- Interaction Bar
- Workbins
- Standard Response Library
- Spelling Check