GENESYS™

Workspace Desktop Edition Deployment Guide

Voice

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Voice

[**Modified:** 8.5.144.05]

Workspace employs the following privileges for all voice interactions:

- Answer Call
- Delete from conference
- End Consultation Call
- Forward Call
- Hold/Retrieve Call
- Make Call
- One Step Conference
- Two Step Conference
- One Step Transfer
- Two Step Transfer
- Reject Call
- Release Call
- Set Interaction Disposition
- Send DTMF
- Suspend or Reinstate a Conference Party
- Show Silent Monitoring
- Use Voice Channel

Use the Voice and Interaction options in the `interaction-workspace` section to configure the handling of voice interactions. The following options are critical for configuring the behavior of the Voice channel:

- voice.mark-done-on-release: Specifies whether the Mark Done function is required to complete the release of the call.
- voice.auto-answer: Specifies whether a voice interaction is automatically answered when a TServer Ringing event is received. This feature is disabled if the voice media that handles the interaction is in Logged Off state (**Modified:** 8.5.117.18). This option can be overridden by a routing strategy. You can also configure auto-answer to display a timer that enables an agent to view case information before the interaction is automatically answered by using the voice.auto-answer.timer and voice.auto-answer.enable-reject options (**Added:** 8.5.105.12).
- interaction.disposition.is-mandatory: Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy.
- interaction.disposition.is-read-only-on-idle: Prevents changes to the disposition code after the interaction has been released. This option can be overridden by a routing strategy.

- interaction.disposition.key-name: The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy.

- interaction.disposition.use-attached-data: Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy.

- interaction.disposition.use-connection-id: Specifies whether the connection id is sent as part of the user event that is sent for disposition code. This option can be overridden by a routing strategy.

- interaction.disposition.value-business-attribute: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy.

SIP Calls

In environments that use SIP Server, in the SIP Server application object, use the `sip-enable-call-info` option to control the user experience.

- Set the value to `true` to improve the display of call parties and enable blended interactions such as creating an email to the contact of voice interaction. This setting also ensures that caller information remains consistent when calls are transferred, conferenced, or routed between switches, for example in multi-site environments and business continuity environments.

- Set the value to `false` to maintain the default behavior; however, caller identification might not be displayed consistently in the interaction notification and the interaction view.

Controlling Hold behavior

[**Modified:** 8.5.111.21]

During Consultation calls

[**Added:** 8.5.103.10]

Workspace supports two different call hold behaviors during consultation calls in SIP Server environments. During consultation call, the contact is put on hold automatically when an agent initiates the consultation. You can control whether after the consultation call is ended the hold ends automatically or whether agents must end the hold manually by using the voice.end-consultation-method option.

Forcing agents to end the hold manually enables them to make other consultation calls or perform other actions prior to reconnecting with the contact, rather than reconnecting and then immediately putting the contact back on hold.

Hold Indicator thresholds

[**Added:** 8.5.111.21]

Use the following configuration options to control the behavior of the Hold icon timer and progress indicator:

- voice.show-hold-duration: Specifies if the current hold duration is displayed instead of the total call time timer in the Interaction Bar when a voice call is placed on hold. The total call duration is accessible by using the Interaction Bar tooltip.

- voice.show-post-call-duration: Specifies if the current post call duration is displayed as the call timer in the Interaction Bar when a voice call is disconnected. The previous total call duration is accessible by using the Interaction Bar tooltip.

- voice.hold-indicator-timer: Specifies two alarm thresholds, in seconds, that warn agents that a voice call is on hold for a long time. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time. This option can be enabled only if the value of the voice.show-hold-duration is set to `true`.

Dial Plan prefix management

The Dial Plan feature enables you to define the rules that Workspace applies to the dialed digits. The rules enable Workspace to transform the digits that it receives into the actual digits that are used to make the call.

Workspace receives digits from chat and SMS interactions when an agent uses the click-to-dial feature.

The Dial Plan Call Flow feature is applied to the following events:

- TMakeCall

- TInitiateTransfer

- TInitiateConference

- TSingleStepTransfer

- TMuteTransfer

- TSingleStepConference

Pattern matching

The table *Dial plan pattern matching values* provides the list of special characters that you can use to define dialed number patterns to be matched.

Dial plan pattern matching values

Special Character	Pattern Matching
X	Matches any single digit from 0-9.
Z	Matches any single digit from 1-9.
N	Matches any single digit from 2-9.
[...]	Matches any one of the digits that are found in the square brackets. For example, using the special characters [12345], Workspace can match any of

Special Character	Pattern Matching
	the digits: 1, 2, 3, 4, or 5.
[a-b]	The hyphen inside square brackets acts as a range indicator. Matches any one digit that falls in a range of digits. For example, [125-8] matches any of the digits 1, 2, 5, 6, 7, 8.

The following are some examples of the use of special characters to match the patterns for dialed number Pattern Matching:

- 9NXXXXXXXXX: Matches any 11-digit number that begins with 9, where the second digit is between 2 and 9.

- 9[54]10XXXXXX: Matches any 11-digit number that begins with either 9510 or 9410.

- [45]XXX: Matches any 4-digit number that begins with either 4 or 5.

Digit translation

After the number to be dialed is matched to the pattern that is defined in the dial-plan rule, Workspace uses the `digits` parameter to determine which number to use to make the call. These digits can be any alphanumeric string. The string must be terminated with a semicolon. This parameter can also use the {DIGITS} variable, which provides flexibility in defining the digits to be dialed. {DIGITS} Variable: The digits variable in the dial-plan rule must take one of the following formats:

- `${DIGITS}`

- `${DIGITS:x}`

- `${DIGITS:x:y}`

Where:

- `DIGITS` defines the actual digits dialed from the endpoint.

- X defines the starting position of the variable, identified by the character position in the digit string. The value 0 represents the first character in the string (starting from the left). This value can be negative, which indicates a character position that starts from the right instead of left. For example, `-1` indicates the right-most character. The default value is 0.

- Y specifies the number of characters to be included, starting from the position that is defined by X. By default, all characters in the string are included.

For example, if the number 96501235678 is dialed, here are some examples of how the {DIGITS} translate:

- `${DIGITS}` translates to 96501235678.

- `${DIGITS:1}` translates to 6501235678.

- `${DIGITS:-4:4}` translates to 5678.

- `${DIGITS:0:4}` translates to 9650.

You must configure a Dial-Plan Rule in the `dial-plan-rule-<name>` option that uses the following

format: `pattern => digit translation \# comment` For example:

- 5XXX=>4351707${DIGITS} # This rule matches any 4-digit number starting with 5 and translates it to the number 43517075XXX

- 5002=>43517075002 # This rule matches the dialed number 5002 and translates it to the number 43517075002

Formatting and masking the contact phone number

[**Added:** 8.5.144.05]

Workspace enables you to control how contact information is displayed to agents in the following user interface elements. Controlling the display of contact information can be helpful if your organization has policies regarding the masking of specific contact information, such as a phone number, from agents. You can mask contact information in the following interface elements by using the options described in this section:

- Call details in the **Contact History**.
- Interaction creation menu options in the **Interaction Party** view **Party Action** menu.
- **Team Communicator** tooltip.
- Call Party List tooltip.
- Callback reschedule **Phone Number** menu.
- Interaction **Action** menu items in the **Contact Directory**.

The following options enable you to specify how the contact information is displayed:

- display-format.caller-name
- display-format.case-name-format
- display-format.customer-name-format
- display-format.interaction-callback-name
- display-format.interaction-voice-name
- display-format.party-name-format
- interaction.window-title
- contact.history.voice-detail-attributes
- contact.multi-value-attribute-display.<contact-attribute>

The **display-format.*** option method enables you to hide information in specific interface elements. To mask contact information, such as the contact's phone number, using these options, you can include a text string in the option value instead of specifying a field code. In the following example, the default value will show the contact full name and will fallback to only the contact phone number if there is no first name, last name for this contact; the alternative option value will change the fallback to the configured string "Hidden Phone Number" when there is no first name, and last name.

Default value
$Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$
Masking value
$Contact.FirstName$ $Contact.LastName$|Hidden Phone Number

Use the contact.history.voice-detail-attributes option to specify which of the following contact attributes are displayed in the History views: Date, Contact, PhoneNumber, Duration.

Use the contact.multi-value-attribute-display.<contact-attribute> option to specify how a contact attribute, which might have multiple values is displayed. To use this option, substitute **<contact-attribute>** with the name of a contact attribute, such as **PhoneNumber** (**contact.multi-value-attribute-display.PhoneNumber** is the only supported option at this time). Specify Description and/or value (see the tables below for information on reformatting the phone number display).

Attributes that support multiple values often have a **Description** property to distinguish among the multiple values. Here are some examples of **PhoneNumber** attributes that might have multiple values.

Attribute format	Attribute description and value
Description (Value)	Home (+15555555555)
	Office (+15666666666)
	(+15555555555)
Description	Office
	Primary
Value	+15555555555