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Genesys Engage Digital (eServices)

Genesys Hub Plug-in for use with Workspace Desktop Edition

12/16/2025

Genesys Hub Plug-in for use with Workspace Desktop Edition

Options for this component are contained in the following configuration sections:

- `applebcsession.appname`
- `applebcsession.channel`
- `interaction-workspace`
- `whatsappsession.appname`
- `whatsappsession.channel`

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
applebcsession.appname	*channel-name*		Immediately
applebcsession.channel	*channel-name*		Immediately
interaction-workspace	applebcsession.attachment-filter	pdf:doc:docx:ppt:pptx:xls:xlsx:jpeg:png:gif:bmp:mp4:amr:mp3	Immediately
interaction-workspace	applebcsession.attachment-max-size	10240	Immediately
interaction-workspace	applebcsession.auto-answer	false	At the next interaction
interaction-workspace	applebcsession.background-color-agent	#FFF3F7FB	After restart
interaction-workspace	applebcsession.background-color-agent-high-contrast	#FF007E72	After restart
interaction-workspace	applebcsession.background-color-agent-low-contrast	#FFDBE5F4	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	color-client		
interaction-workspace	applebcsession.background-color-client.high-contrast	#FF021A87	After restart
interaction-workspace	applebcsession.background-color-external	#FFF5F5F5	After restart
interaction-workspace	applebcsession.background-color-external.high-contrast	#FF00766B	After restart
interaction-workspace	applebcsession.background-color-sessioninfo	#FFA0C89F	After restart
interaction-workspace	applebcsession.background-color-sessioninfo.high-contrast	#FF005000	After restart
interaction-workspace	applebcsession.background-color-sessioninfo-other	#FFD3D3D3	After restart
interaction-workspace	applebcsession.background-color-sessioninfo-other.high-contrast	#FF000000	After restart
interaction-workspace	applebcsession.emojis-business-attribute		At the next interaction
interaction-workspace	applebcsession.focus-on-new-messages	true	Immediately
interaction-workspace	applebcsession.font-size-text	15	Immediately
interaction-workspace	applebcsession.generic-thumbnail-height	50	Immediately
interaction-workspace	applebcsession.generic-thumbnail-width	50	Immediately
interaction-workspace	applebcsession.get-transcript-interactions	true	At the next interaction
interaction-workspace	applebcsession.image-thumbnail-height	100	Immediately
interaction-workspace	applebcsession.image-thumbnail-width	200	Immediately
interaction-workspace	applebcsession.max-text-message-size	5000	At the next interaction
interaction-workspace	applebcsession.message-delay-timespan	30	Immediately
interaction-workspace	applebcsession.new-message-blinking	true	At the next interaction
interaction-workspace	applebcsession.new-message-blinking-duration	0	At the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.notification-timestamp-visible	false	Immediately
interaction-workspace	applebcsession.on-hold-queue		At the next interaction attempt to put the chat in queue
interaction-workspace	applebcsession.outbound-appname		At the next attempt to create a new outbound chat session
interaction-workspace	applebcsession.outbound-channel		At the next attempt to create a new outbound chat session
interaction-workspace	applebcsession.outbound-itx-postprocessing-queue		At the next interaction attempt to put the chat in queue
interaction-workspace	applebcsession.pending-response-to-customer	30,50	At the next interaction
interaction-workspace	applebcsession.reconnect-attempts	5	Immediately
interaction-workspace	applebcsession.reconnect-timeout	10	Immediately
interaction-workspace	applebcsession.response-wait-time	10000	Immediately
interaction-workspace	applebcsession.send-message-on-enter-press	true	Immediately
interaction-workspace	applebcsession.show-cross-channel-messages	false	At the next interaction
interaction-workspace	applebcsession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	applebcsession.toast-information-key	Subject	Immediately
interaction-workspace	applebcsession.transcript-interactions-count	1	At the next interaction
interaction-workspace	applebcsession.two-step-attachment-upload	true	Immediately
interaction-workspace	applebcsession.typing-timeout	10	Immediately
interaction-workspace	applebcsession.url-regex	((http https ftp)\:V\V)?[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3})?(V)?([a-zA-Z0-9\-\.\.]_ \? ' \" \\ + & % \\\$ \\# \\! = ~ \\)(* \\: \\.)*	Immediately
interaction-workspace	intercommunication.applebcsession.queue		At the next attempt to request a conference with an Agent Group or
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			with an agent of a particular Skill
interaction-workspace	intercommunication.applebcsession.routing-based-actions	OneStepTransfer	At next attempt to request conference
interaction-workspace	intercommunication.applebcsession.routing-based-targets		At next attempt to request conference
interaction-workspace	intercommunication.whatsappsession.queue		At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill
interaction-workspace	intercommunication.whatsappsession.routing-based-actions	OneStepTransfer	At next attempt to request conference
interaction-workspace	intercommunication.whatsappsession.routing-based-targets		At next attempt to request conference
interaction-workspace	whatsappsession.attachment-filter	jpg;jpeg/png:amr:aac:opus:pdf:doc:docx:ppt:pptx:xls:xlsx:mp4	Immediately
interaction-workspace	whatsappsession.attachment-max-size	10240	Immediately
interaction-workspace	whatsappsession.auto-answer	false	At the next interaction
interaction-workspace	whatsappsession.background-color-agent	#FF3F7FB	After restart
interaction-workspace	whatsappsession.background-color-agent.high-contrast	#FF007E72	After restart
interaction-workspace	whatsappsession.background-color-client	#FFDBE5F4	After restart
interaction-workspace	whatsappsession.background-color-client.high-contrast	#FF021A87	After restart
interaction-workspace	whatsappsession.background-color-external	#FFF5F5F5	After restart
interaction-workspace	whatsappsession.background-color-external.high-contrast	#FF00766B	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo	#FFA0C89F	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo.high-contrast	#FF005000	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo-other	#FFD3D3D3	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo-	#FF000000	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>other.high-contrast</code>		
interaction-workspace	<code>whatsappsession.default-notification-id</code>		Immediately
interaction-workspace	<code>whatsappsession.default-notification-language</code>	en_US	Immediately
interaction-workspace	<code>whatsappsession.default-notification-text</code>		Immediately
interaction-workspace	<code>whatsappsession.emojis-business-attribute</code>		At the next interaction
interaction-workspace	<code>whatsappsession.enable-free-msg-timspan-monitoring</code>	false	At the next interaction
interaction-workspace	<code>whatsappsession.focus-on-new-messages</code>	true	Immediately
interaction-workspace	<code>whatsappsession.font-size-text</code>	15	Immediately
interaction-workspace	<code>whatsappsession.free-msg-timspan</code>	24	At the next interaction
interaction-workspace	<code>whatsappsession.generic-thumbnail-height</code>	50	Immediately
interaction-workspace	<code>whatsappsession.generic-thumbnail-width</code>	50	Immediately
interaction-workspace	<code>whatsappsession.get-transcript-interactions</code>	true	At the next interaction
interaction-workspace	<code>whatsappsession.image-thumbnail-height</code>	100	Immediately
interaction-workspace	<code>whatsappsession.image-thumbnail-width</code>	200	Immediately
interaction-workspace	<code>whatsappsession.location-map.browse.query</code>	https://www.google.com/maps/search/?api=1&query={LATITUDE},{LONGITUDE}	At the next message
interaction-workspace	<code>whatsappsession.location-map.preview.height</code>	200	Immediately
interaction-workspace	<code>whatsappsession.location-map.preview.query</code>		At the next message
interaction-workspace	<code>whatsappsession.location-map.preview.width</code>	400	Immediately
interaction-workspace	<code>whatsappsession.max-text-message-size</code>	4096	At the next interaction
interaction-workspace	<code>whatsappsession.message-delay-timspan</code>	30	Immediately
interaction-workspace	<code>whatsappsession.new-message-blinking</code>	true	At the next interaction
interaction-workspace	<code>whatsappsession.new-</code>	0	At the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	message-blinking-duration		
interaction-workspace	whatsappsession.notification-timestamp-visible	false	Immediately
interaction-workspace	whatsappsession.on-hold-queue		At the next interaction attempt to put the chat in the queue
interaction-workspace	whatsappsession.outbound-apname		At the next attempt to create a new outbound chat session
interaction-workspace	whatsappsession.outbound-channel		At the next attempt to create a new outbound chat session
interaction-workspace	whatsappsession.outbound-itx-postprocessing-queue		At the next interaction attempt to put the chat in the queue
interaction-workspace	whatsappsession.outbound-session-config		Immediately
interaction-workspace	whatsappsession.pending-response-to-customer	30,50	At the next interaction
interaction-workspace	whatsappsession.reconnect-attempts	5	Immediately
interaction-workspace	whatsappsession.reconnect-timeout	10	Immediately
interaction-workspace	whatsappsession.response-wait-time	10000	Immediately
interaction-workspace	whatsappsession.send-message-on-enter-press	true	Immediately
interaction-workspace	whatsappsession.show-cross-channel-messages	false	At the next interaction
interaction-workspace	whatsappsession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	whatsappsession.toast-information-key	Subject	Immediately
interaction-workspace	whatsappsession.transcript-interactions-count	1	At the next interaction
interaction-workspace	whatsappsession.two-step-attachment-upload	true	Immediately
interaction-workspace	whatsappsession.url-regex	((http https ftp)\:\V\W)?[a-zA-Z0-9\-\._]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9]+)?(\/)?([a-zA-Z0-9\-_\?!\,\'\V\\ +& %\$ #\! = ~) (*:])*	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	whatsappsession.use-separate-chat-session-check	false	At the next interaction
whatsappsession.appname	*channel-name*		Immediately
whatsappsession.channel	*channel-name*		Immediately
Section	Option	Default	Changes Take Effect