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Web Services and Applications

interaction-workspace Section

interaction-workspace Section

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- voice.hold-indicator-timer
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- voice.prompt-for-end
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- workbin.facebook.in-progress.displayed-columns
- workbin.twitter.draft
- workbin.twitter.draft.displayed-columns
- workbin.twitter.in-progress
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Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the *Web Services and Applications 8.5.2 Configuration Guide*.

Tip

The following descriptions were generated by dynamic query and include cached results that may be up to one day old. Click here to [refresh the query](#).

<media-type>.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether an interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the Configuration Guide.

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<media-type>.prompt-for-done

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies if the application prompts a confirmation message when a user clicks the 'done' button. This option is only available for interaction open media. This option can be overridden by a routing strategy as described in the Configuration Guide.

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<media-type>.ringing-bell

Default Value:

Valid Values: All special characters that are valid URL file path, '|' separator and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file that is played when the interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute url to a mp3 file). Then, a priority, the higher the integer the higher the priority. And a duration (-1 means plays and repeats until an explicit message stops it with an established event for instance, 0 means to play the whole sound one time, an integer > 0 means a time in milliseconds to play and repeat the sound).

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accessibility.agent-state-change-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the agent state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.dialog-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the dialog sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.dialog-error-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the error alert sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING,

CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.focus-on-interaction-toast

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on accessibility.visual-impairment-profile; therefore, it applies to all configured agents, not just visually impaired agents

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accessibility.interaction-state-change-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the interaction state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.outbound-campaign-state-change-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the outbound campaign state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.supervision-state-change-bell

Default Value:

Valid Values: All special characters that are valid URL file path, '|' separator and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the supervision state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.visual-impairment-profile

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the profile for visually impaired users is active. This option enables users to navigate interface elements from keyboard navigation and tooltips by using a Screen Reader application. Some components might change their behavior in this mode. For example, Team Communicator is collapsed in this configuration.

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accessibility.voicemail-message-change-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the application is started or restarted

Specifies the Voice Mail counter change sound-configuration string for new or old messages. For example: 'BELL|7|0'. The value has three components that are separated by the pipe character '|'.

- Sound file name (BELL, RING, CHORD or WARNING, predefined aliases, or an absolute URL to a mp3 file).
- Priority level. The higher the integer, the higher the priority.
- Duration. 0 means to play the whole sound one time. An integer greater than 0 means a time in milliseconds to play and repeat the sound.

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accessibility.voicemail-new-message-change-bell

Default Value: No default value

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the application is started or restarted

Specifies the Voice Mail counter change sound-configuration string for new messages. For example: 'BELL|7|0'. The value has three components that are separated by the pipe character '|'.

- Sound file name (BELL, RING, CHORD or WARNING, predefined aliases, or an absolute URL to a mp3 file).
- Priority level. The higher the integer, the higher the priority.
- Duration. 0 means to play the whole sound one time. An integer greater than 0 means a time in milliseconds to play and repeat the sound.

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accessibility.warning-message-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the warning message sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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accessibility.<media-type>.focus-on-interaction-toast

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on accessibility.visual-impairment-profile; therefore, it applies to all configured agents, not just visually impaired agents

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agent-status.after-call-work-reasons

Default Value:

Valid Values: Comma-separated list of Action Code names of type After Call Work; empty means all not ready action codes are considered

Changes Take Effect: When the session is started or restarted.

Specifies the available reasons in the Agent Status menus (global and My Channels). Workspace displays the reason commands in the order in which they appear in the list.

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agent-status.enabled-actions-by-channel

Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason,Dnd,LogOff

Valid Values: CComma-separated list of action names from the following list: Ready, NotReady, NotReadyReason, AfterCallWork, Dnd, LogOn, LogOff.

Changes Take Effect: When the session is started or restarted.

Specifies the available agent state actions in the My Channels contextual menu. The actions are displayed in the order in which they appear in the list.

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agent-status.enabled-actions-global

Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason,Dnd,LogOff

Valid Values: Comma-separated list of action names from the following list:
Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff
Changes Take Effect: When the session is started or restarted.

Specifies the available agent states in the global Status menu. The agent state commands are displayed in the order in which they appear in the list.

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agent-status.not-ready-reasons

Default Value:

Valid Values: comma-separated list of Action Code names of type Not Ready; empty means that all Not Ready Action Codes are considered.

Changes Take Effect: When the session is started or restarted.

Specifies the available reasons in the Agent Status menus (global and My Channels). The reason commands are displayed in the order in which they appear in the list.

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agent-status.ready-workmode

Default Value: unknown

Valid Values: A value from the following list: unknown, manual-in, auto-in. Empty means no workmode specified.

Changes Take Effect: When the session is started or restarted.

Specifies which workmode is applied on Ready operation done manually from the Global State menu and My Channels. This option is also applicable for the login.voice.is-auto-ready option. Supported workmodes are unknown, manual-in, auto-in.

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alert.timeout

Default Value: 10

Valid Values: An integer value greater than or equal to 0.

Changes Take Effect: When the session is started or restarted.

Specifies the duration, in seconds, that contextual warning messages are displayed in the windows of the application.

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application.wiki-help-locale

Default Value:

Valid Values: A valid locale name in the *LanguageCode-CountryCode* format — for example, en-US.

Changes Take Effect: When the session is started or restarted.

Specifies the locale of the Workspace Web Edition online help. When this option is left empty, Workspace tries to find the online help that corresponds with the current language selected by the agent. If set to a valid locale, Workspace accesses the online help of the specified language.

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application.wiki-help-site

Default Value: <https://docs.genesys.com/>

Valid Values: A valid URL.

Changes Take Effect: When the session is started or restarted.

Related Options: [application.wiki-help-welcome-page](#)

Specifies the path to the Workspace Web Edition Help. By default the help documentation is located on the Genesys Documentation website. You might have to create an exception for this URL in your firewall to enable agents to access the help. If you do not want to allow your agents to access the help stored on the Genesys Documentation website, you can request a PDF of the help document, which you can load locally.

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application.wiki-help-welcome-page

Default Value:

Valid Values: A valid URL.

Changes Take Effect: When the session is started or restarted.

Dependencies: [application.wiki-help-site](#)

Specifies the Workspace Web Edition online help home page URL. When this option is specified, all attempts to access the online help are redirected to this page and the [application.wiki-help-site](#) option is ignored. This approach can be used in an environment when an Administrator wants the agent to have a look at a custom help page, like a 'Quick Start User Guide'.

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case-data.float-separator

Default Value: .

Valid Values: A valid float separator. Typical float separators are: '.', ',', '\'

Changes Take Effect: When the session is started or restarted.

Specifies the float separator that is used for Case data. This option should be used when the decimal

symbol in the regional settings of the agent workstation is different from the one provided by the database.

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chat.agent.prompt-color

Default Value: #385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the prompt for the messages that are entered by the agent in the Chat view.

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chat.agent.text-color

Default Value: #385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the agent in the Chat view.

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chat.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether a chat interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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chat.client.prompt-color

Default Value: #166FFF

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the target client in the Chat view.

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chat.client.text-color

Default Value: #166FFF

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the client text in the Chat view.

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chat.enable-auto-disconnect

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the chat session is automatically disconnected if the agent is the last party remaining in the chat session.

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chat.new-message-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a new chat message arrives. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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chat.nickname

Default Value: \$Agent.UserName\$

Valid Values: A string that contains a compilation of characters and field codes from the following list:

\$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$, \$Agent.EmployeeId\$.

Changes Take Effect: After the next platform configuration refresh interval.

Specifies the agent's nickname that is used during chat sessions (displayed to the customer) by a string that can contain regular characters and field codes.

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chat.pending-response-to-customer

Default Value: 30,50

Valid Values: A comma-separated list value: warning time, maximum time

Changes Take Effect: When the session is started or restarted.

Specifies two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

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chat.prompt-for-done

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the application prompts a confirmation message when a user clicks Done. This option is only available for open media interactions. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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chat.prompt-for-end

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies Whether the application displays a confirmation message when an agent clicks End. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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chat.push-url.max-records

Default Value: 20

Valid Values: Any positive integer value.

Changes Take Effect: When the session is started or restarted.

Specifies maximum size of pushed URL list.

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chat.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a chat interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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chat.system.text-color

Default Value: #606060

Valid Values: Valid Hexadecimal (HTML) color code.

Changes Take Effect: When the session is started or restarted.

Specifies the color of the text for system messages in the Chat view.

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chat.time-stamp

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the time stamp is displayed in the Chat transcript area.

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chat.typing-is-enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether typing notification is sent to the contact during a chat interaction. It should be disabled for Chat Server lower than 8.0.1.

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chat.typing-timeout

Default Value: 10

Valid Values: A positive integer value.

Changes Take Effect: When the session is started or restarted.

Specifies the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.

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cobrowse.url

Default Value:

Valid Values: Valid HTTP URL.

Changes Take Effect: When the session is started or restarted.

URL of the Co-browse cluster, for example, http://<host>:<port>/cobrowse. Typically, this will be the URL of the load balancer

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cobrowse.use-replica-logging

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.81

Enables browser logging in the iframe with Co-browse replica application. This option replaces cobrowse.use-slave-logging.

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cobrowse.use-slave-logging

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.5.202.81

Enables browser logging in the iframe with Co-browse slave application. Genesys is committed to diversity, equality, and inclusivity, including for terms used in our software and documentation. As such, Genesys is removing non-inclusive terms. This option is replaced by cobrowse.use-replica-logging.

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contact.all-interactions-displayed-columns

Default Value: Status,Subject,StartDate,EndDate

Valid Values: A comma-separated value list of Contact History items to display in the interaction view MyHistory, for example: Status, Subject, StartDate, EndDate, MediaType

Changes Take Effect: When the session is started or restarted.

Modified: 8.5.202.94

Specifies the list of interaction attributes that are displayed in the result list of the **Interaction Search** view.

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contact.all-interactions-quick-search-attributes

Default Value: Subject

Valid Values: A comma-separated value list of valid interaction attribute names, for example: Subject

Changes Take Effect: When the session is started or restarted.

Specifies the interaction attributes that are used to search interactions in the **Quick Search** mode of the **Interaction Search** view.

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contact.available-directory-page-sizes

Default Value: 5,10,25,50

Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

Changes Take Effect: When the session is started or restarted.

Specifies the possible values for the number of rows per page in the contact directory search result view.

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contact.cache-timeout-delay

Default Value: 600

Valid Values: An integer from 1 through 3600.

Changes Take Effect: When the session is started or restarted.

Specifies the delay, in seconds, before the cache of the result of a Universal Contact Server request is cleared.

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contact.date-search-types

Default Value: On,OnOrAfter,Before,Between

Valid Values: A comma-separated list of the following options: On, OnOrAfter, OnOrBefore, Before, Between

Changes Take Effect: When the session is started or restarted.

Related Options: [contact.default-directory-page-size](#)

Specifies the list of search types that are available for the agent to use to search the contact database by date.

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contact.default-directory-page-size

Default Value: 10

Valid Values: An integer from 1 through 50.

Changes Take Effect: When the session is started or restarted.

Dependencies: [contact.available-directory-page-size](#)

Specifies the default value for the number of rows per page in the contact directory search result view. The value must be defined in the option [contact.available-directory-page-size](#).

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contact.directory-default-mode

Default Value: ListView

Valid Values: A value from the following list: ListView, GridView

Changes Take Effect: When the session is started or restarted.

Specifies which view of the Contact Directory is displayed by default.

- **ListView:** Quicker search performance and tokenized search items, but no sort on the result.
- **GridView:** Results are sortable result, but the search is less powerful, and the search items are non-tokenized.

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contact.directory-displayed-columns

Default Value: LastName,FirstName,PhoneNumber,EmailAddress

Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names. For example: LastName,FirstName,PhoneNumber,EmailAddress.

Changes Take Effect: When the session is started or restarted.

Specifies the list of contact fields that are displayed when the results of a contact search are displayed.

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contact.directory-enabled-modes

Default Value: ListView,GridView

Valid Values: A comma-separated value list of views from the following list: ListView, GridView.

Changes Take Effect: When the session is started or restarted.

Specifies which view of the Contact Directory can be selected.

- **ListView:** Quicker search performance and tokenized search items, but no sort on the result. This view can be enabled only if the 'Contact' index is activated in Universal Contact Server.
- **GridView:** Results are sortable, but the search is less powerful, and the search items are non-tokenized.

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contact.directory-search-attributes

Default Value: LastName,FirstName,PhoneNumber,EmailAddress

Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names that can be used as search parameters.

Changes Take Effect: When the session is started or restarted.

Specifies the list of Contact fields that can be used as search parameters.

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contact.displayed-attributes

Default Value: Title,FirstName,LastName,PhoneNumber,EmailAddress

Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names.

Changes Take Effect: When the session is started or restarted.

Specifies the list of contact fields that are displayed when a Contact record is displayed.

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contact.history-default-time-filter-main

Default Value: 1M

Valid Values: A value from the following list: All, 1M, 1W, 1D

Changes Take Effect: When the session is started or restarted.

Specifies which Time Filter option is selected by default in the **Contact History** view when an agent accesses the main history data source:

- All: All interactions from the main Universal Contact Server (UCS) database.
- 1M: Interactions from main UCS database that were created less than 1 month ago.
- 1W: Interactions from main UCS database that were created less than 1 week ago.
- 1D: Interactions from main UCS database that were created less than 1 day ago.

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contact.history-displayed-columns

Default Value: Status,Subject,StartDate,EndDate,OwnerId

Valid Values: A comma-separated value list of Contact History items to display in the interaction view, for example: Status, Subject, StartDate ,EndDate, OwnerId, MediaType.

Changes Take Effect: When the session is started or restarted.

Modified: 8.5.202.94

Specifies the list of Contact History items that are displayed in the interaction view.

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contact.history.media-filters

Default Value: \$AllMedia\$,voice,email,chat,twitter,facebook,\$OtherMedia\$

Valid Values: A comma-separated value of valid media type names or \$AllMedia\$ or \$OtherMedia\$.

Changes Take Effect: When the session is started or restarted.

Specifies the list of media types that can be used to filter the Contact History(depends on privilege.contact.can-filter-contact-history), My History(depends on privilege.contact.can-filter-my-history), and the result list of Interaction Search(depends on privilege.contact.can-filter-all-interactions). \$AllMedia\$ allows to add the filter to return any media. \$OtherMedia\$ allows to add the filter returning any media not listed in this option.

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contact.history-quick-search-attributes

Default Value: Subject

Valid Values: A comma-separated value list of valid interaction attribute names, for example: Subject. Possible searchable attributes are: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses.

Changes Take Effect: When the session is started or restarted.

Specifies the interaction attributes that are used to search interactions in the quick search mode of the **Contact History** view. These attributes should be text attributes. You can use custom interaction attributes. For more information, see [Making an Attribute Searchable from the Desktop](#).

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contact.history-search-attributes

Default Value: Status,StartDate,EndDate,Subject

Valid Values: A comma-separated value list of Interaction attributes.

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction attributes that an agent can use in **Advanced Search** mode of the **Contact History**, **My History** and **Interaction Search** views. You can also use custom interaction attributes.

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contact.last-called-agent.enable

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [contact.last-called-agent.<media-type>.enable](#)

Specifies if the last called agent properties are set in the contact when an interaction is presented to the agent. This option is taken into account only when the [contact.last-called-agent.<media-type>.enable](#) option is not defined for the applicable media type

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contact.last-called-agent.<media-type>.enable

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Related Options: [contact.last-called-agent.enable](#)

Specifies if the last called agent properties are set in the contact when an interaction of the corresponding media type is presented to the agent. This option overrides the [contact.last-called-agent.enable](#) option. Use the voice-campaign media-type to define the look-up behavior for outbound campaign interactions.

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contact.lookup.enable

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [contact.lookup.<media-type>.enable](#)

Related Options: [contact.lookup.enable-create-contact](#)

Specifies that Universal Contact Server (UCS) lookup is activated for contacts when an interaction is presented to the Agent. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the [contact.lookup.<media-type>.enable](#) option is not specified for the applicable media type.

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contact.lookup.enable-create-contact

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [contact.lookup.enable](#), [contact.lookup.<media-type>.enable-create-contact](#)

When the value of this option is true and the value of [contact.lookup.enable](#) is also set to true, this option specifies that Universal Contact Server (UCS) creates a contact if the initial search does not find a matching existing contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the [contact.lookup.<media-type>.enable-create-contact](#) option is not specified for the applicable media type.

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contact.lookup.<media-type>.enable

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Related Options: [contact.lookup.enable](#)

Specifies that the Workspace features that rely on Universal Contact Server (UCS) for contact lookup when an interaction of the given media type is presented to the Agent are activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option overwrites the [contact.lookup.enable](#) option. It is not taken into account when the attached data IdentifyCreateContact is set in the interaction. Use the voice-campaign media-type to define the lookup behavior in the context of outbound campaign interactions.

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contact.lookup.<media-type>.enable-create-contact

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Related Options: [contact.lookup.enable-create-contact](#)

When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) creates a contact if the initial search cannot find any existing contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option overwrites the [contact.lookup.enable-create-contact](#) option. It is not taken into account when the attached data 'IdentifyCreateContact is set in the interaction. Use the voice-campaign media-type to define the lookup and create behavior in the context of outbound campaign interactions.

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contact.mandatory-attributes

Default Value: FirstName,LastName

Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names, for example: LastName, FirstName, PhoneNumber, EmailAddress.

Changes Take Effect: When the session is started or restarted.

Specifies the list of Contact fields that must be completed for a contact.

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contact.multiple-value-attributes

Default Value: PhoneNumber,EmailAddress

Valid Values: A comma separated value list of Attribute Value names that correspond to contact field names.

Changes Take Effect: When the session is started or restarted.

Specifies the list of contact attributes that can support multiple values.

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contact.myhistory-default-time-filter-main

Default Value: 1M

Valid Values: A value from the following list: All, 1M, 1W, 1D

Changes Take Effect: When the session is started or restarted.

Specifies which Time Filter option is selected by default in the **My History** view when an agent accesses the main history data source:

- All: All interactions from the main Universal Contact Server (UCS) database.
- 1M: Interactions from main UCS database that were created less than 1 month ago.
- 1W: Interactions from main UCS database that were created less than 1 week ago.
- 1D: Interactions from main UCS database that were created less than 1 day ago.

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contact.myhistory-displayed-columns

Default Value: Status,Subject,StartDate,EndDate

Valid Values: A comma-separated value list of Contact History items to display in the interaction view **MyHistory**. For example: Status, Subject, StartDate, EndDate, MediaType

Changes Take Effect: When the session is started or restarted.

Modified: 8.5.202.94

Specifies the list of Contact History items that are displayed in the **MyHistory** view.

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contact.myhistory-quick-search-attributes

Default Value: Subject

Valid Values: A comma-separated value list of valid interaction attribute names, for example: Subject. Possible searchable attributes: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses

Changes Take Effect: When the session is started or restarted.

Specifies the interaction attributes that are used to search interactions in the quick search mode of the **My History** view. These attributes must be text attributes. You can use custom interaction attributes. For more information, see [Making an Attribute Searchable from the Desktop](#).

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contact.ucs-interaction.voice-campaign.enable-create

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Voice Outbound Campaign interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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contact.ucs-interaction.voice.enable-create

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Voice interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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contact.ucs-interaction.voice.enable-create-without-contact

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether a voice interaction is created in Universal Contact Server (UCS) when there is no associated contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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contact.ucs-interaction.<media-type>.enable-create

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Open Media Workitem interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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disaster-recovery.enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether Business Continuity (Disaster Recovery) functionality is activated for SIP Server and Genesys Web Services.

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editor.default-font

Default Value: Roboto

Valid Values: A value from the following list: the following list: Serif, Sans-serif, Monospace, Cursive, Fantasy, Tahoma, Roboto. Empty means no default font specified.

Changes Take Effect: When the session is started or restarted.

Specifies the default font in the Font menu of new and reply HTML format email interactions. If this option is left empty, the last selected font is used for email interactions by default.

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editor.default-font-size

Default Value: 9

Valid Values: A value from the following list: the following list: 8, 9, 10, 11, 12, 14, 16, 18, 20, 22, 24, 26, 28, 36, 48, 72. Empty means no default font size specified.

Changes Take Effect: When the session is started or restarted.

Specifies the default font size in the Font Size menu of new and reply HTML formatted email interactions. If empty, the last selected font size is used for email interactions by default.

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editor.font-sizes

Default Value: 8,9,10,11,12,14,16,18,20,22,24,26,28,36,48,72

Valid Values: Comma-separated list of font sizes from the following list: 8, 9, 10, 11, 12, 14, 16, 18, 20, 22, 24, 26, 28, 36, 48, 72.

Changes Take Effect: When the session is started or restarted.

Specifies the font sizes available in the Font Size menu of new and reply HTML formatted email interactions. The sizes are displayed in the order in which they appear in the list.

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editor.fonts

Default Value: Serif,Sans-serif,Monospace,Cursive,Fantasy,Tahoma,Roboto

Valid Values: Comma-separated list of fonts from the following list: Serif, Sans-serif, Monospace, Cursive, Fantasy, Tahoma, Roboto.

Changes Take Effect: When the session is started or restarted.

Specifies the list of available fonts in the Fonts menu of new and reply HTML format email interactions. The fonts are displayed in the order in which they appear in the list.

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email.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether an email interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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email.default-queue

Default Value:

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the Interaction queue in which new or reply outbound emails are submitted.

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email.forward.enable-cc-addresses

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether it is possible to add cc addresses when forwarding an inbound email to an external resource.

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email.forward.enable-instructions

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether it is possible for agents to add instructions when forwarding an inbound email to an external resource.

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email.forward.enable-multiple-to-addresses

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether it is possible to forward an inbound email to multiple external resources.

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email.forward-queue

Default Value:

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the Interaction queue where Workspace submits forwarded outbound emails.

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email.from-addresses

Default Value:

Valid Values: The name of a valid Business Attribute.

Changes Take Effect: When the session is started or restarted.

Specifies a character string that specifies the name of the Business Attribute which contains the Attribute Values that are used as available addresses. These come from the addresses of email interactions. You can set a default value by using the flag from the Business Attribute value. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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email.html-format

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies the format of a new outbound email. When set to true, new email is formatted in HTML.

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email.include-original-text-in-reply

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the text of the original inbound email is included in the outbound reply email. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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email.inline-forward-header

Default Value: \$FullHeader\$

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Specifies the character string that is used to introduce the inbound email content in the body of the inline forward email. The value \$FullHeader\$ inserts the entire header of the inbound email into the inline forwarded email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: "On <date>, <contact> wrote:"

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email.inline-forward-prefix

Default Value: Fwd:

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Specifies the inline forward prefix that is added to subject of the forwarded inbound email.

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email.inline-forward-queue

Default Value: No default value

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Specifies the Interaction queue in which in-line forwarded inbound emails are submitted.

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email.max-attachment-size

Default Value: 0

Valid Values: A positive integer.

Changes Take Effect: When the session is started or restarted.

Specifies the maximum number of megabytes of one file that agents can attach to an external email interaction. The attachment is refused by the system and an error message is displayed to the agent if the size in megabytes of the attached file exceeds this value. The value 0 means that there is no restriction.

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email.max-attachments-size

Default Value: 0

Valid Values: A positive integer.

Changes Take Effect: When the session is started or restarted.

Specifies the maximum number of total megabytes of files that agents can attach to an external email interaction. An error message is displayed to the agent if the total number of megabytes for all attached files exceeds this value. The value 0 means that there is no restriction.

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email.outbound-queue

Default Value:

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the Interaction Queue in which outbound emails are placed when agents click **Send** or **Send Interim**. This options is used only when Interaction Workflow does not set Queue for New Interactions when it is routing inbound email interactions to agents.

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email.qa-review-dispositions-business-attribute

Default Value:

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for qa-review-dispositions code. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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email.quote-char

Default Value: >

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

For outbound email that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound email interaction in the outbound email interaction body.

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email.quote-header

Default Value: \$FullHeader\$

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Specifies the character string that is used to introduce the quoted inbound email content in the body of the outbound email. The value \$FullHeader\$ inserts the entire header of the inbound email into the outbound email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: "On <date>, <contact> wrote:"

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email.reply-format

Default Value: auto

Valid Values: Select a value from the following list: auto, html, plain-text.

Changes Take Effect: When the session is started or restarted.

Specifies the format of an outbound email reply:

- auto: outbound email reply format is the same as corresponding inbound email.

- `html`: outbound email reply format is forced to html.
- `plain-text`: outbound email reply format is forced to plain text.

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email.reply-prefix

Default Value: `Re:`

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

Specifies the reply-prefix that is added to subject of the inbound email.

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email.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the `|` separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file Workspace plays when an email interaction is ringing. For example: `'BELL|7|0'`. The value has three components that are separated by the pipe (`|`) character. The first is the sound file name (the `BELL`, `RING`, `CHORD` or `WARNING` predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- `-1` — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- `0` — play the whole sound once
- an integer greater than `0` — the length of time, in milliseconds, to play and repeat the sound

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email.signature

Default Value:

Valid Values: The type and location of the signature template in the following format:

`"response:<path to the standard response>"`.

Changes Take Effect: When the session is started or restarted.

Specifies the type and location of the signature template that Workspace should add to outbound emails. The value has two components that are separated by a colon:

1. `"response"`

2. The standard response name and the full path of the parent category in the Standard Response Library.

For example, "response:Signatures\Classic".

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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email.signature.line-<n>

Default Value:

Valid Values: Any valid character string.

Changes Take Effect: When the session is started or restarted.

Specifies the row number of the signature by a string that can contain regular characters and the following field codes: \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$. <n> is starting at 0. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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expression.email-address

Default Value: (\w+([-+.] \w+)*@\w+([-.] \w+)*\.\w+([-.] \w+)*

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Specifies the regular expression that identifies a email address in the chat.

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expression.phone-number

Default Value: ^[\(\)\-\.\+\d\s*#][0-9]+(\)\-\.\+\d\s*#/\$

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Specifies the regular expression that identifies a phone number in the chat or SMS transcript. This option can be overridden by a routing strategy as described in this [Deployment Guide](#)

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expression.phone-number.supported-characters

Default Value: 0123456789+

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: When the session is started or restarted.

Related Options: [expression.team-communicator-phone-number](#)

Specifies the characters that are permitted when building a request to the T-Server that relies on a phone number. Any other characters from the original string coming from the User Interface are removed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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expression.team-communicator-email-address

Default Value: A valid regular expression.

Valid Values: `^([A-Za-z0-9._-]+)@([A-Za-z0-9.-]+\.[A-Za-z]{2,6})$`

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.201.97

Specifies the regular expression used to recognize an email address of a target entered in the Team Communicator.

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expression.team-communicator-phone-number

Default Value: `^[\(\)\-\.\+\d\s*#\]*[\d]+[\(\)\-\.\+\d\s*#/\]*$`

Valid Values: A valid regular expression.

Changes Take Effect: When the session is started or restarted.

Related Options: [expression.phone-number.supported-characters](#)

Specifies the regular expression used to recognize a phone number of a target entered in the Team Communicator when it is used to start a call, a transfer, or a conference. If the number entered by the agent in the Team Communicator edit box matches this expression, the 'Call' or 'Start Voice Consultation' or 'Instant Transfer' or 'Instant Conference' action is enabled for this number. When the agent executes the action, the entered phone number is modified by the logic specified by the [expression.phone-number.supported-characters](#) option before the telephony operation is executed.

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expression.url

Default Value: `(http:\V(www.)?)`

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Specifies the regular expression that identifies a URL in the Case Information area. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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facebook.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether a Facebook interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this

[Deployment Guide](#).

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facebook.comments-pagination-size

Default Value: 2

Valid Values: An integer value greater than or equal to 0.

Changes Take Effect: When the session is started or restarted.

Specifies the number of comments are initially displayed and then added when Show More is clicked.

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facebook.default-queue

Default Value: Facebook Outbound Queue

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the name of the default queue in the configuration layer.

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facebook.outbound-queue

Default Value: Facebook Outbound Queue

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

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facebook.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies if the application prompts a confirmation message when the user clicks **Done**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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facebook.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file that is played when a Facebook interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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facebook-session.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether a Facebook private message interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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im.agent.prompt-color

Default Value: #385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the prompt for the messages that are entered by the agent in the IM view.

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im.agent.text-color

Default Value: #385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the agent in the IM view.

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im.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether an IM interaction is automatically accepted and joined when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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im.new-message-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the configuration string for the new IM message sound. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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im.other-agent.prompt-color

Default Value: #D88000

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the target another agent in the IM view.

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im.other-agent.text-color

Default Value: #D88000

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the text color of messages the other agent enters in the IM view.

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im.prompt-for-end

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies if the application prompts a confirmation message when a user clicks **End**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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im.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file that is played when Instant Messaging interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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im.system.text-color

Default Value: #606060

Valid Values: Valid Hexadecimal (HTML) color code.

Changes Take Effect: When the session is started or restarted.

Specifies the color of the text for system messages in the IM view.

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im.time-stamp

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the time stamp is displayed in the IM transcript area.

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im.toast-timeout

Default Value: 10

Valid Values: Any positive integer value.

Changes Take Effect: When the session is started or restarted.

Specifies the duration, in seconds, that the IM interaction notification is displayed in the Information area of the Main Window before the IM is rejected. The value 0 means the interaction notification is displayed until the agent accepts the interaction.

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interaction-bar.quick-access-modes

Default Value: Pinned,Floating

Valid Values: Pinned, Floating

Changes Take Effect: When the session is started or restarted.

Dependencies: [interaction-bar.quick-access-modes.<media-type>](#)

Specifies the list of modes that are available to present interactions. The available modes are:

- Pinned: the interaction view occupies the full available size, shared with Supporting Views like **Contact** and **Responses**.
- Floating: the interaction view is presented in a floating window that is painted above any other kind of content and that fits the visual material to display. This view cannot display content displayed on the right part, such as **Contact Profile** or **Responses**.

When more than one mode is specified, by default the first mode in the configured list is used. The end user can switch from one mode to the other using a dedicated control. For a given media type, this option can be overridden by option `interaction-bar.quick-access-modes.<media-type>`.

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interaction-bar.quick-access-modes.<media-type>

Default Value: Pinned,Floating

Valid Values: Pinned, Floating

Changes Take Effect: When the session is started or restarted.

Related Options: `interaction-bar.quick-access-modes`

Use this option as a template to specify the list of modes available to present interactions of the given media type. The available modes are:

- Pinned: the interaction view occupies the full available size, shared with Supporting Views like **Contact** and **Responses**.
- Floating: the interaction view is presented in a floating window that is painted above any other kind of content and that fits the visual material to display. This view cannot display content displayed on the right part, such as **Contact Profile** or **Responses**.

When more than one mode is specified, by default the first mode in the configured list is used. The end user can switch from one mode to the other using a dedicated control. When it is defined for a media type, this option overwrites the definition of the generic option `interaction-bar.quick-access-modes`.

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interaction.case-data.content

Default Value: History,CaseData

Valid Values: History, CaseData

Changes Take Effect: When the session is started or restarted.

Dependencies: `interaction.case-data.format-business-attribute`

Specifies the content of the Case Information area in the interaction. The CaseData key enables the display of the attached data that is defined by the `interaction.case-data.format-business-attribute` option. The History key enables the display of interaction history information like the Origin field. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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interaction.case-data.enable-hyperlink

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Related Options: [expression.url](#)

Specifies whether a hyperlink that is part of the case information may be displayed. See also the [expression.url](#) option. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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interaction.case-data.format-business-attribute

Default Value:

Valid Values: The name of a valid Business Attribute.

Changes Take Effect: When the session is started or restarted.

Related Options: [interaction.case-data.order](#)

Specifies the name of the Business Attribute that contains the Business Attribute values that are used to filter and render attached data in the interaction. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the [interaction.case-data.order](#) option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in `interaction.case-data.order` option are put at the bottom of the list.

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interaction.case-data.frame-color

Default Value: #17849D

Valid Values: Valid Hexadecimal (HTML) color code.

Changes Take Effect: When the session is started or restarted.

Specifies the color of the border of the Case Data view frame. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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interaction.case-data.header-foreground-color

Default Value: #FFFFFF

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: When the session is started or restarted.

Specifies the color of the foreground of the Case Data view header. Example #FFFFFF for white color. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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interaction.case-data.is-read-only-on-idle

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

If the value of this option is true, changes to the case data after a voice interaction has been released are prevented. When some values are modified or added after the voice call is released, the update is pushed to back-end as a User Event when agent clicks **Mark Done**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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interaction.disposition.cache-timeout-delay

Default Value: -1

Valid Values: From -1, 0, or any positive integer value.

Changes Take Effect: When the session is started or restarted.

Specifies the delay, in seconds, before the cache of a disposition request result is cleared. If set to -1, the dispositions are kept in cache until the browser page is refreshed, or until the agent logs out and logs back in.

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interaction.disposition.folder-name-depth-<n>

Default Value:

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the session is started or restarted.

Specifies the Attached Data key that stores the n-th level of the disposition folder hierarchy. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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interaction.disposition.is-expanded-on-display

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the disposition tree is expanded rather than collapsed when displayed:

- true: Expand all dispositions
- false: Collapse all dispositions

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interaction.disposition.is-mandatory

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

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 as described in the [Configuration Guide](#).

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interaction.disposition.is-read-only-on-idle

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

If the value of this option is set to true, changes to case data after a voice interaction has been released are prevented. When values are modified or added after the voice call is released, the update is pushed to the back-end as a User Event when an agent clicks **Done**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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interaction.disposition.key-name

Default Value: DispositionCode

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the session is started or restarted.

Specifies 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 as described in the [Configuration Guide](#).

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interaction.disposition.use-attached-data

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies that attached data can be added to the interaction in UserEvent. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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interaction.disposition.value-business-attribute

Default Value: DispositionCode

Valid Values: The name of a valid Business Attribute.

Changes Take Effect: When the session is started or restarted.

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 as described in the [Configuration Guide](#).

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interaction-management.available-interaction-page-sizes

Default Value: 5,10,25,50

Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

Changes Take Effect: When the session is started or restarted.

Specifies the possible values for the number of rows per page in the Interaction Management content view. Values greater than 100 are not recommended due to performance impact. The maximum value depends on the content of interactions and the robustness of your network. If you specify a value that is too high, the request to get a snapshot fails and an error message is displayed.

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interaction-management.default-interaction-page-size

Default Value: 10

Valid Values: An integer value between 1 and 50.

Changes Take Effect: When the session is started or restarted.

Specifies the default value for the number of rows per page in the Interaction Management content view.

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interaction-management.filters

Default Value:

Valid Values: A comma-separated list of Filter names.

Changes Take Effect: When the session is started or restarted.

Specifies the filters that are displayed to the supervisor for interaction management. The filter names refer to the names of the Application Option sections that define the Filters. See [Creating Interaction Filters for Team Leads](#) for more information.

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interaction-management.interactions-filter.displayed-columns

Default Value: From,To,Subject,Received

Valid Values: A comma-separated list of attached data, for example: From,Subject,Received

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields that are displayed as columns in the Interaction Queue view.

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interaction.override-option-key

Default Value:

Valid Values: An attached data key name (string). The list is provided in the Attached Data in the strategy.

Changes Take Effect: When the session is started or restarted.

Specifies that certain application options can be overridden by using a transaction object. The value of this option provides the key name of the attached data that contains the list of transaction objects.

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interaction.reject-route

Default Value:

Valid Values: A string that represents an attached data key.

Changes Take Effect: When the session is started or restarted.

Workspace enables the **Reject** voice call operation in SIP Server environments that use multi-site routing. The reject route mechanism has been extended to accommodate different types of 'reject'

implementations, depending on the context. Use this option to enable the reject route mechanism by specifying a string as a key to be used at run-time to retrieve the behavior description from the interaction user data. It is the responsibility of the administrator to define the multi-site reject criteria.

The reject route is specified in the interaction user data in the following format: <reject-method>:<dn>@<switch>.

When reject-method is specified, ensure that the following characters are also specified: :, @, and the switch field. The following are possible values for the reject-method attribute:

- sst - Reject applies the following action: SingleStepTransfer(OtherDN=<dn>,Location=<switch>).
- release Reject applies the following action: releaseCall. This value must be applied when the value of the **TServer/divert-on-ringing** SIP Server configuration option is set to false.

Warning

If the value of dn@switch corresponds to the same routing point as the one that is handling the call that is being delivered to the agent, the action will succeed only if the value of the **TServer/divert-on-ringing** SIP Server configuration option is set to true.

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interaction.web-content

Default Value:

Valid Values: A comma-separated list of option section names that correspond to web extension views. For example: Extension1, Extension2

Changes Take Effect: When the session is started or restarted.

Specifies the list of Web Applications that are configured to be displayed at the Interaction level. Refer to the [Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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intercommunication.chat.queue

Default Value:

Valid Values: Name of a valid Script object of type Interaction Queue

Changes Take Effect: When the session is started or restarted.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for Chat. The following attached data are added by Workspace:

IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBa

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intercommunication.chat.routing-based-actions

Default Value: InitTransfer,OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list:
InitTransfer, OneStepTransfer, OneStepConference.

Changes Take Effect: When the session is started or restarted.

Related Options: [intercommunication.chat.routing-based-targets](#)

Specifies the list of routing based actions that an agent is allowed to perform.

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intercommunication.chat.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent,
InteractionQueue

Changes Take Effect: When the session is started or restarted.

Dependencies: [intercommunication.chat.routing-based-actions](#)

Defines the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.chat.routing-based-actions](#) option. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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intercommunication.email.queue

Default Value:

Valid Values: Name of a valid Script object of type Interaction Queue

Changes Take Effect: When the session is started or restarted.

Specifies the name of the Interaction Queue that is used by the routing based feature for email. The following attached data are added by Worskpace:

IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBa

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intercommunication.email.routing-based-actions

Default Value: OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list:
OneStepTransfer.

Changes Take Effect: When the session is started or restarted.

Related Options: [intercommunication.email.routing-based-targets](#)

Specifies the list of routing based actions that an agent is allowed to perform.

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intercommunication.email.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue

Changes Take Effect: When the session is started or restarted.

Dependencies: [intercommunication.email.routing-based-actions](#)

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.email.routing-based-actions](#) option. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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intercommunication.im.routing-based-actions

Default Value: MakeIM

Valid Values: A comma-separated list of valid operation names from the following list: MakeIM.

Changes Take Effect: When the session is started or restarted.

Related Options: [intercommunication.im.routing-based-targets](#)

Specifies the list of Routing Based Actions that an agent may perform.

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intercommunication.im.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, RoutingPoint

Changes Take Effect: When the session is started or restarted.

Dependencies: [intercommunication.im.routing-based-actions](#)

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.im.routing-based-actions](#) option. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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intercommunication.im.routing-points

Default Value:

Valid Values: A call number name in the following format: \$dn_name\$.

Changes Take Effect: When the session is started or restarted.

Determines the call number that is used by the Routing Base feature. The following attached data are added by Workspace:

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBa

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intercommunication.voice.consultation-enabled

Default Value: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

Changes Take Effect: When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for a consultation.

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intercommunication.voice.make-call-caller-id-business-attribute

Default Value:

Valid Values: The name of a valid Business Attribute.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Attribute Values that are used as outbound caller IDs. This option is only applicable for external calls.

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intercommunication.voice.make-call-caller-id-enable-anonymous

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.voice.can-use](#)

Specifies whether anonymous is enabled on make call with caller id. This option is only applicable for external calls. This functionality can currently only be used in conjunction with the SIP Server

TServer/enforce-p-asserted-identity option configured on the outbound PSTN Trunk DN. This must be configured in the environment where the PSTN Provider (Carrier) implements Calling Line Identification Restriction (CLIR) and allows masking the displayed number (Caller ID) only if privacy SIP headers are correctly constructed and "anonymous@anonymous.invalid" is specified in the From

field.

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intercommunication.voice.make-call-enabled

Default Value: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

Changes Take Effect: When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for making call.

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intercommunication.voice.routing-based-actions

Default Value: MakeCall,OneStepConference,InitConference,OneStepTransfer,InitTransfer

Valid Values: A comma-separated list of valid operation names from the following list: MakeCall, OneStepTransfer, InitTransfer, InitConference, OneStepConference.

Changes Take Effect: When the session is started or restarted.

Related Options: [intercommunication.voice.routing-based-targets](#)

Specifies the list of Routing Based Actions that an agent may perform.

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intercommunication.voice.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, RoutingPoint, TypeDestination, OutboundRecord, Contact

Changes Take Effect: When the session is started or restarted.

Dependencies: [intercommunication.voice.routing-based-actions](#)

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.voice.routing-based-actions](#) option. **Note:** The targets AgentGroup and Skill are always addressed through routing; therefore, they are not affected by this option.

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intercommunication.voice.routing-points

Default Value:

Valid Values: The call number names of the routing point in the following format:

\$dn_name@switch\$

Changes Take Effect: When the session is started or restarted.

Specifies the call number that is used by the Routing Base feature for outbound calls. The following attached data are added by Workspace:

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBa

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intercommunication.voice.single-step-conference-enabled

Default Value: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

Changes Take Effect: When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for a single step conference.

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intercommunication.voice.single-step-transfer-enabled

Default Value: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

Changes Take Effect: When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for a single step transfer.

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intercommunication.<media-type>.queue

Default Value:

Valid Values: Name of a valid Script object of type Interaction Queue

Changes Take Effect: When the session is started or restarted.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for a Workitem. The following attached data are added by Worskpace:

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedRequ

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intercommunication.<media-type>.routing-based-actions

Default Value: OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.

Changes Take Effect: When the session is started or restarted.

Specifies the list of 'routing based' actions that an agent is allowed to perform.

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intercommunication.<media-type>.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue

Changes Take Effect: When the session is started or restarted.

Specifies the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the option 'intercommunication.<media-type>.routing-based-actions'. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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keyboard.shortcut.interaction.next

Default Value: Alt+N

Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the session is started or restarted.

Specifies the combination of keys that can be used as a keyboard shortcut to jump to the next case interaction.

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keyboard.shortcut.interaction.previous

Default Value: Alt+B

Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the session is started or restarted.

Specifies the combination of keys that can be used as a keyboard shortcut to jump to the previous case interaction.

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keyboard.shortcut.jump-to-last-error

Default Value: Alt+L

Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the session is started or restarted.

Specifies the combination of keys that can be used as a keyboard shortcut to jump the focus to the last error.

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knowledge-center.auth-active

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether a basic HTTP authentication scheme is used to provide secure browser history requests to the Knowledge Center Server.

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knowledge-center.auth-password

Default Value: No default value

Valid Values: A valid password

Changes Take Effect: When the session is started or restarted.

Specifies the password used to authenticate browser history requests to the Knowledge Center Server.

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knowledge-center.auth-user

Default Value: No default value

Valid Values: Valid user ID

Changes Take Effect: When the session is started or restarted.

Specifies the user ID used to authenticate browser history requests to the Knowledge Center Server.

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knowledge-center.customerId

Default Value: No default value

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the session is started or restarted

Specifies the name of the contact attribute that is used to match with a customerId.

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knowledge-center.kbId

Default Value: No default value

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the key that stores the knowledge base Id in the attached interaction data that this interaction is related to.

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knowledge-center.question

Default Value: No default value

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the key that stores the last question a customer asked the knowledge system. The attached interaction data includes this key.

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knowledge-center.sessionId

Default Value: No default value

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the session is started or restarted.

Specifies the key name that stores the knowledge session Id in the attached data of the interaction.

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knowledge-center.url

Default Value: No default value

Valid Values: Valid HTTP URL.

Changes Take Effect: When the session is started or restarted.

URL of the Knowledge Center cluster. For example, <http://host:port/gks-server/v1>. Typically, this is the load balancer's URL.

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kpi.displayed-kpis

Default Value:

Valid Values: A comma-separated list of KPI names.

Changes Take Effect: When the session is started or restarted.

Specifies the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that are defining the KPIs.

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login.list-available-locales

Default Value:

Valid Values: Comma-separated list of valid locale names based on format LanguageCode-CountryCode from the following list: \$All\$, pt-BR, fr-FR, fr-CA, de-DE, ja, es, ko.

Changes Take Effect: When the session is started or restarted.

Specifies the language that the agent can select at login time.

Either, set this option empty to prevent the agent from selecting the language or set this option to \$All\$ to get all the languages available, or set this option to a list of languages (possible values are Brazilian (pt-BR), French (fr-FR), French Canadian (fr-CA), German (de-DE), Japanese (ja), Spanish (es)). English is the default language, and will always be available.

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login.prompt-place

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the agent must enter his place in the login window. When this option is set to true, a new page is displayed during the login phase to specify a place. Enabling this option disables [login.voice.prompt-dn-less-phone-number](#). Do not enable this option if the [privilege.sipendpoint.can-use](#) privilege is granted.

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login.store-recent-place

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the most recently used Place is stored. This option is available if the login.prompt-place option is set to true.

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login.voice.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason.

Changes Take Effect: When the session is started or restarted.

Dependencies: [login.voice.is-auto-ready](#)

If the Voice channel is automatically set to NotReady when the agent logs in, this option specifies the NotReady Reason code.

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login.voice.dn-less-phone-number.valid-format

Default Value:

Valid Values: A string

Changes Take Effect: When the session is started or restarted.

Related Options: [login.voice.expression.dn-less-phone-number](#)

Specifies the correct format information to be displayed to the agent when the DN less phone number format is not correct.

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login.voice.expression.dn-less-phone-number

Default Value:

Valid Values: A regular expression

Changes Take Effect: When the session is started or restarted.

Related Options: [login.voice.dn-less-phone-number.valid-format](#)

Specifies the valid format for a new phone number. A regular expression can be used to check the DN-less phone number format in the login window.

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login.voice.is-auto-ready

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Related Options: [login.voice.auto-not-ready-reason](#)

Specifies whether the voice channels are in the Ready state at login.

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login.voice.list-available-queues

Default Value:

Valid Values: Comma-separated list of ACD Queues.

Changes Take Effect: When the session is started or restarted.

Specifies the ACD Queues that are displayed in the login window. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If a single queue is specified and the value of the [login.voice.prompt-queue](#) no queue information is displayed during login.

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login.voice.nb-dn-less-phone-number-stored

Default Value: No default value

Valid Values: 0 to 10

Changes Take Effect: When the session is started or restarted.

Dependencies: [login.voice.prompt-dn-less-phone-number.enable-dynamic-dn](#)

Introduced: 8.5.202.04

Specifies the number of phone numbers which are stored for the agent. For this option to apply, the value of [login.voice.prompt-dn-less-phone-number.enable-dynamic-dn](#) must be true.

- 0 — no phone number is pre-filled in the second login screen.
- 1 — the last entered phone number is displayed in the second login screen.
- A number greater than 1 specifies the maximum number of phone numbers that can be displayed in the second login screen.

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login.voice.prompt-dn-less-phone-number

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [login.prompt-place](#)

Discontinued: 8.6+

Specifies whether a new page is displayed during the login phase to show the current phone number assigned to the agent and also permits the agent to update it. This option is specific to SIP Server environment with no Config Server proxy connected to GWS.

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login.voice.prompt-dn-less-phone-number.enable-dynamic-dn

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the agent should be prompted for a DN-less phone number, and the agent's phone number is updated. A dynamic DN is used for the agent. This is only supported with SIP Server TServer 8.1.102.89 or higher. This feature does not require write privileges on Configuration Server.

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login.voice.prompt-queue

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the agent must enter the ACD Queue for the voice channel in the login window.

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login.workmode

Default Value: unknown

Valid Values: A value from the following list: unknown, auto-in, manual-in.

Changes Take Effect: When the session is started or restarted.

Specifies the workmode that is applied when the voice DN logs in. To determine whether your switch supports the workmode, refer to the Deployment Guide of the relevant T-Server.

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main-window.window-title

Default Value: \$Window.Title\$

Valid Values: One or more of the following field codes and/or any text string: \$Window.Title\$,

`$Application.Title`, `$Agent.UserName`, `$Agent.LastName`, `$Agent.FirstName`,
`$Agent.EmployeeId`

Changes Take Effect: When the session is started or restarted.

Specifies the title of the browser window or tab. You can specify any string and/or combination of valid field codes up to the maximum width of the browser window title bar or tab. If all field codes are empty, the following field codes are used: `$Window.Title`.

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openmedia.workitem-channels

Default Value:

Valid Values: A comma-separated list of valid Media Types.

Changes Take Effect: When the session is started or restarted.

Specifies the list of Workitem channels an agent may use.

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outbound.call-result-automatically-selected

Default Value:

Valid Values: Any available call result value.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.outbound.can-use](#), [outbound.call-result-values](#)

Specifies the call result to be selected by default for outbound records. The specified call result must be defined by the values that are specified for the [outbound.call-result-values](#) option. If set to an empty value, the current call result of the outbound record is selected, or unknown is selected if there is no current value.

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outbound.call-result-values

Default Value: Answered,AnsweringMachine,Busy,NoAnswer,WrongNumber

Valid Values: One or more items from the following list: Abandoned (Abandoned), AgentCallbackError (Agent Callback Error), AllTrunksBusy (All Trunks Busy), Answered (Answered), AnsweringMachine (Answering Machine), Busy (Busy), CallDropError (Call Drop Error), DialError (Dial Error), DoNotCall (Do Not Call), Dropped (Dropped), DroppedNoAnswer (Dropped No Answer), FaxDetected (Fax Detected), GeneralError (General Error), GroupCallbackError (Group Callback Error), NoAnswer (No Answer), NoDialTone (No Dial Tone), NoEstablished (No Established), NoFreePortError (No Free Port Error), NoProgress (No Progress), NoRingback (No Ringback), NuTone (Nu Tone), Ok (Ok), PagerDetected (Pager Detected), Silence (Silence), SitDetected (Sit Detected), SitInvalidNum (Sit Invalid Num), SitNoCircuit (Sit No Circuit), SitOperintercept (Sit Operintercept), SitReorder (Sit Reorder), SitUnknown (Sit Unknown), SitVacant (Sit Vacant), Stale (Stale), SwitchError (Switch Error), SystemError (System Error), TransferError (Transfer Error), Unknown (Unknown), WrongNumber (Wrong Number), WrongParty (Wrong Party)

Changes Take Effect: At the next interaction.

Dependencies: [privilege.outbound.can-use](#)

Related Options: [outbound.call-result-automatically-selected](#)

Specifies the list of call results that are available for the agent to use for an outbound interaction. The call results are displayed in the order in which they appear in the list.

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outbound-callback.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.outbound.can-use](#)

Specifies the outbound callback ringing sound configuration string of a scheduled callback pushed to the agent as a preview. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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outbound.delay-voice-state-change.timeout

Default Value: 0

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies the duration in milliseconds for which Agent Desktop will delay changing the state of the Voice channel to Ready, to allow completion of any Outbound interaction that is being marked done.

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outbound.preview.max-simultaneous-preview-record

Default Value: -1

Valid Values: An integer.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.outbound.can-use](#)

Specifies the maximum number of simultaneous Outbound Preview records an agent can view in the

interaction window. A 0 or a negative value indicates no limit.

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outbound.treatment-mode

Default Value: An empty string.

Valid Values: personal, campaign

Changes Take Effect: When the session is started or restarted.

Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If not set or set to an invalid value, no treatment is applied for the outbound record. This option can be overridden by a routing strategy as described in the Configuration Guide.

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permissions.agent-group.exclude

Default Value: No default value

Valid Values: A comma-separated list of Agent Groups or Virtual Agent Groups; empty means Workspace doesn't exclude any agent groups or virtual agent groups.

Changes Take Effect: When the session is started or restarted.

Dependencies: [permissions.agent-group.restrict](#)

Introduced: 8.5.202.04

Modified: 8.5.202.50

Specifies the list of agent groups or virtual agent groups to be excluded from searches and statistics. This option is overridden by the [permissions.agent-group.restrict](#) option.

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permissions.agent-group.restrict

Default Value: No default value

Valid Values: A comma-separated list of Agent Groups or Virtual Agent Groups; empty means no filtering.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.23

Modified: 8.5.202.50

Related Options: [permissions.agent-group.exclude](#)

Specifies the list of agent groups or virtual agent groups that are returned for searches and statistics. Overrides the [permissions.agent-group.exclude](#) option.

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presence.evaluate-presence

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the presence (availability) of an agent or agent group (when configured) is shown in Team Communicator in the search results.

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privilege.active-recording.can-monitor-recording

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.active-recording.can-use](#)

Specifies whether the call monitoring indicator is displayed to agents when their calls are being recorded. The Call Recording functionality (for VoIP/SIP enabled agents only) enables you to record the current voice interaction with a contact or an internal target.

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privilege.active-recording.can-pause

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.active-recording.can-use](#)

Enables an agent to pause the Active Recording.

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privilege.active-recording.can-resume

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.active-recording.can-use](#)

Enables an agent to resume the Active Recording.

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privilege.active-recording.can-start

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.active-recording.can-use](#)

Enables an agent to start the Active Recording.

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privilege.active-recording.can-stop

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.active-recording.can-use](#)

Enables an agent to stop the Active Recording.

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privilege.active-recording.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to use the Active Recording functionality.

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privilege.chat.can-click-to-dial

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.chat.can-use](#), [expression.phone-number](#)

Enables the agent to use the Click to Dial feature associated with the [expression.phone-number](#) option.

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privilege.chat.can-click-to-email

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.chat.can-use](#), [expression.email-address](#)

Enables the agent to use the Click to Email feature associated with the [expression.email-address](#) option.

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privilege.chat.can-decline

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to decline incoming chat interactions.

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privilege.chat.can-one-step-conference

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use the instant chat conference feature.

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privilege.chat.can-one-step-transfer

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use the instant chat transfer feature.

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privilege.chat.can-push-url

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to push URL's to customers during chat sessions.

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privilege.chat.can-release

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to manually end chat conversations.

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privilege.chat.can-release-consultation

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to manually end chat consultations.

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privilege.chat.can-set-interaction-disposition

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to set the disposition code on chat interactions.

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privilege.chat.can-two-step-conference

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables chat conference in two steps, started by a chat consultation.

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privilege.chat.can-two-step-transfer

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables chat transfer in two steps, started by a chat consultation

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privilege.chat.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use the Chat channel.

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privilege.chat.show-monitoring.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to be informed that the current chat interaction is monitored by a supervisor.

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privilege.cobrowse.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

The agent is permitted to use the Co-Browse feature.

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privilege.contact.can-advanced-search-all-interactions

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to do advanced searches of all interactions.

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privilege.contact.can-advanced-search-contact-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to do advanced searches within the **Contact History** view.

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privilege.contact.can-advanced-search-my-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to do advanced searches within **My History**.

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privilege.contact.can-create-contact

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to create contacts.

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privilege.contact.can-delete-contact

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to delete contacts from the contact database.

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privilege.contact.can-filter-all-interactions

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to filter interactions in the **Interaction Search** view.

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privilege.contact.can-filter-contact-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to filter interactions in the **Contact History** view.

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privilege.contact.can-filter-my-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to filter interactions within the **My history** view.

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privilege.contact.can-inline-forward.email.from-history

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Enables agents to forward email interactions from the Interaction History that are marked as Done.

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privilege.contact.can-open.email.from-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to open in-progress email from the interaction history. Depends on 'Contact - Can Use'.

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privilege.contact.can-open.<media-type>.from-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to open in-progress workitems of the corresponding media-type from history.
Depends on 'Contact - Can Use'.

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privilege.contact.can-search-all-interactions

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to search among all interactions.

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privilege.contact.can-search-contact-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to search for interactions in the **Contact History** view.

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privilege.contact.can-search-my-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to search for interactions in the **My History** view.

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privilege.contact.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables access to the Contact features.

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privilege.contact.can-use-assign-contact

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to assign a contact to an interaction.

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privilege.contact.can-use-contact-directory

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to view and search the Contact Directory.

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privilege.contact.can-use-contact-history

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to access the **Contact History** view.

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privilege.contact.can-use-contact-history-case-data

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to see the case information of interactions in the **Contact History** view.

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privilege.contact.can-use-contact-history-detail

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to see the detail of interactions in the **Contact History** view.

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privilege.contact.can-use-contact-history-notepad

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to see notes about interactions in the **Contact History** view.

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privilege.contact.can-use-contact-information

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to view and manage contact information.

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privilege.contact.can-use-contact-myhistory

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Allows an agent to access their own history of interactions with contacts.

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privilege.contact.can-use-interaction-notepad

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to display and edit the interaction notepad while handling an interaction.

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privilege.contact.can-use-save-contact

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to commit (save) modifications to contact information.

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privilege.email.can-add-attachment

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to add attached files to outbound emails.

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privilege.email.can-decline

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to decline incoming email interactions. Depends on 'Email - Can Use Email Channel'.

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privilege.email.can-delete

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to delete outbound email interactions.

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privilege.email.can-forward

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to forward email interactions.

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privilege.email.can-inline-forward

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Enables agents to forward an email inline instead of as an attachment.

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privilege.email.can-mark-done

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to mark done an inbound email interaction without further processing.

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privilege.email.can-move-to-workbin

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to move email interactions to workbins.

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privilege.email.can-one-step-transfer

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to one-step transfer email interactions.

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privilege.email.can-reply

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to reply to inbound email interactions.

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privilege.email.can-reply-all

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to reply to all parties included in the distribution of inbound email interactions.

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privilege.email.can-save

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to save in-progress outbound email interactions.

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privilege.email.can-send

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to send outgoing email interactions.

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privilege.email.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use the Email channel.

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privilege.facebook.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

When the value of this option is set to true, the agent is permitted to use the Facebook channel.

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privilege.facebook-session.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

When the value of this option is set to true, the agent is permitted to use Facebook Private Messaging on the Facebook channel.

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privilege.im.can-make

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Allows an agent to create a new instant messaging session from any area that has this functionality.

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privilege.im.can-release

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to manually end an IM session.

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privilege.im.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use the IM channel.

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privilege.interaction-management.can-move-to-queue

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables supervisors to move interactions to a queue.

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privilege.interaction-management.can-move-to-workbin

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables supervisors to move interactions to a workbin.

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privilege.interaction-management.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables supervisors to access the Interaction Management feature.

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privilege.interaction-management.case-data.can-edit

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables supervisors to edit case data for interactions directly from Workbins and Interaction Queues without pulling the interactions first.

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privilege.knowledge-center.can-author

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Enables an agent to suggest new content to knowledge bases.

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privilege.knowledge-center.can-use

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Permission to use the Knowledge center. The plugin only loads if the value of this option is set to true.

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privilege.my-team-workbins.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables access to My Team Workbins.

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privilege.myagents.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables supervisors to access the **My Agents** view, where they can view and update the state for agents in the groups they supervise. Supervisors can also remotely log off agents from media channels in this view.

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privilege.mychannels.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to access the **My Channels** tab.

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privilege.mychannels.pending-state.can-use

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Enables the pending state to be displayed in the My Channels view while the agent is engaged in a call, chat, or email interaction. When the value of this option is set to true, if an agent sets his or her status to Not Ready or Not Ready Reason while he or she is still handling an interaction, the timer for that state will not start until the call is released, the chat is ended, or the email is sent or put into a workbin.

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privilege.mymessages.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Allows an agent to access the **My Messages** tab.

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privilege.outbound.can-cancel-record

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to cancel a preview record. If an agent cancels a preview record, it is not processed again during the current campaign.

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privilege.outbound.can-dial-alternative-chained-record

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to dial a number from the preview record chain that is different than the number selected by the system.

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privilege.outbound.can-get-next-preview-record

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to request a new preview record while processing of the previous preview record terminates.

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privilege.outbound.can-mark-do-not-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to mark a contact as Do Not Call.

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privilege.outbound.can-reject-record

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to decline a preview record. If an agent declines a preview record, it can be processed by another agent in the campaign.

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privilege.outbound.can-reschedule

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Related Options: [privilege.outbound.can-reschedule-before-call](#)

Enables an agent to reschedule an outbound record for an active call. Use the [privilege.outbound.can-reschedule-before-call](#) privilege to allow rescheduling before the call is dialed.

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privilege.outbound.can-reschedule-before-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.outbound.can-reschedule](#)

Enables an agent to reschedule an outbound record before calling the contact.

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privilege.outbound.can-reschedule-on-new-number

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.outbound.can-reschedule](#)

Enables an agent to reschedule an outbound record on a new number (which adds a new record to the chain).

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privilege.outbound.can-set-call-result

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to set a call result to the outbound record.

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privilege.outbound.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables access to the Outbound Campaign functions.

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privilege.outbound.push-preview.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to participate in an Outbound push-preview campaign.

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privilege.screen-recording.can-use

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Enables the usage of Screen Recording Client.

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privilege.sipendpoint.can-change-microphone-volume

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Enables agents to change the volume of the microphone.

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privilege.sipendpoint.can-change-speaker-volume

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Enables agents to change the volume of the speaker.

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privilege.sipendpoint.can-mute-microphone

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Enables an agent to mute and unmute the microphone. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

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privilege.sipendpoint.can-mute-speaker

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Enables an agent to mute and unmute the speaker. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

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privilege.sipendpoint.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Related Options: login.prompt-place

Enables the usage of Genesys Softphone . Depends on 'Voice - Can Use Voice Channel'. If SIP Endpoint is enabled, the login.prompt-place option must be set to false.

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privilege.SRL.can-quick-search

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.SRL.can-use](#)

Introduced: 8.5.202.23

Enables an agent to perform a Quick Search of the Standard Response Library.

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privilege.SRL.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables access to the Standard Response Library functions.

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privilege.teamcommunicator.can-manage-favorites

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.teamcommunicator.can-view-favorites](#)

Enables an agent to add, edit, and remove personal favorites in Team Communicator.

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privilege.teamcommunicator.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables access to the Team Communicator.

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privilege.teamcommunicator.can-view-all

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to search within all internal targets and contacts in Team Communicator.

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privilege.teamcommunicator.can-view-favorites

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to view favorites in Team Communicator.

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privilege.teamcommunicator.can-view-recent-calls

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to view recently contacted resources in Team Communicator.

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privilege.teamcommunicator.display-agent-groups-availability

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to view the number of agents in the Ready state in agent groups in Team Communicator. Depends on 'Team Communicator - Can Use' and 'Team Communicator - Can View Favorites'.

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privilege.teamlead.can-coach-chat

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to coach chat interactions.

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privilege.teamlead.can-coach-current-voice

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to coach the current voice interaction.

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privilege.teamlead.can-coach-voice

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to coach voice interactions.

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privilege.teamlead.can-monitor-chat

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to monitor chat interactions.

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privilege.teamlead.can-monitor-current-voice

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to monitor the current voice interaction.

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privilege.teamlead.can-monitor-routing-point

Default Value: false

Valid Values: true, false

Changes Take Effect: When a session is started or restarted.

Introduced: 8.5.202.34

Related Options: teamlead.monitorable-routing-points

Enables a supervisor to monitor routing points.

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privilege.teamlead.can-monitor-voice

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to monitor voice interactions.

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privilege.teamlead.can-stop-monitoring-chat

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to stop monitoring chat interactions.

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privilege.teamlead.can-stop-monitoring-voice

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to stop monitoring voice interactions.

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privilege.teamlead.can-switch-to-barge-in-chat

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to switch to barge-in mode for monitored chat interactions.

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privilege.teamlead.can-switch-to-barge-in-voice

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to switch to barge-in mode for monitored voice interactions.

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privilege.teamlead.can-switch-to-coach-chat

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to switch to coach mode for monitored chat interactions.

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privilege.teamlead.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables a supervisor to use the agent call and chat monitoring functionality.

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privilege.twitter.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

The agent is permitted to use the Twitter channel.

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privilege.voice.can-answer-call

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Enables an agent to answer manually an incoming voice call. Setting this option to false hides the **Accept** button in the Interaction notification pop-up.

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privilege.voice.can-extend-after-call-work

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to extend the After Call Work state.

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privilege.voice.can-forward

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to forward voice calls.

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privilege.voice.can-hold-retrieve-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables and agent to hold or retrieve a voice call.

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privilege.voice.can-make-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to make a new voice call from any area enabling voice calls.

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privilege.voice.can-one-step-conference

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables instant conferencing of a voice call.

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privilege.voice.can-one-step-transfer

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables instant conferencing of a voice call.

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privilege.voice.can-reject-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables an agent to reject an incoming voice call.

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privilege.voice.can-release-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to manually end voice calls.

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privilege.voice.can-send-dtmf

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the application is started or restarted.

Enables agents to send DTMF during a voice call by using the on screen number keypad.

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privilege.voice.can-show-hold-duration

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to see the amount of time that a voice call has been on hold.

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privilege.voice.can-show-post-call-duration

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to see the post call duration in the tooltip and in the interaction bar of a voice call.

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privilege.voice.can-two-step-conference

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables two step conference for voice calls.

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privilege.voice.can-two-step-transfer

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables two step transfer of of a voice call.

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privilege.voice.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use the Voice channel.

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privilege.voice.consultation.can-use-caller-id

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to use caller ID for consultations.

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privilege.voice.make-call.can-use-caller-id

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to use caller ID for making calls.

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privilege.voice.show-monitoring.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to be notified that the current call is monitored by a supervisor.

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privilege.voice.single-step-conference.can-use-caller-id

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to use caller ID for single-step conferences.

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privilege.voice.single-step-transfer.can-use-caller-id

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to use caller ID for single-step transfers.

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privilege.voicemail.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.voice.can-use](#)

Enables agents to use the voicemail functionality. This privilege is required to control and monitor voicemail boxes.

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privilege.web-rtc.can-mute-microphone

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.web-rtc.can-use](#)

Discontinued: 8.6+

Allows an agent to mute and unmute the microphone.

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privilege.web-rtc.can-mute-speaker

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.web-rtc.can-use](#)

Discontinued: 8.6+

Allows an agent to mute and unmute the speaker.

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privilege.web-rtc.can-send-dtmf

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.web-rtc.can-use](#)

Discontinued: 8.6+

Enables agents to send DTMF during a web-rtc voice call by using the on screen number keypad.

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privilege.web-rtc.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.voice.can-use](#)

Discontinued: 8.6+

Enables WebRTC in Workspace.

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privilege.workbins.can-use

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to access My Workbins.

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privilege.workitem-channels.can-use

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use all WorkItem channels configured in the openmedia.workitem-channels option.

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privilege.<media-type>.can-decline

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to decline incoming workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

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privilege.<media-type>.can-mark-done

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to mark done an interaction without further processing.

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privilege.<media-type>.can-move-to-workbin

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to move an interaction to the workbin. Depends on 'Workitem - Can Use Workitem Channel'.

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privilege.<media-type>.can-one-step-transfer

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables the agent to use instant workitem transfer. Depends on 'Workitem - Can Use Workitem Channel'.

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privilege.<media-type>.can-set-interaction-disposition

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Enables agents to set the disposition code of workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

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rebranding.about.company-logo

Default Value:

Valid Values: A valid url

Changes Take Effect: When the session is started or restarted.

Specifies the URL of the company logo used in the **About** page. The maximum size for the logo is 320 x 32 pixels.

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rebranding.company-favicon

Default Value:

Valid Values: A valid URL

Changes Take Effect: When the session is started or restarted.

Specifies the URL of the favicon (the icon designating favorites) used for the Workspace address bar or in tabs. The maximum size for the favicon is 100 x 24 pixels.

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rebranding.company-logo

Default Value:

Valid Values: A valid url

Changes Take Effect: When the session is started or restarted.

Specifies the URL of the company logo to be displayed at the right top corner of the application. The maximum size for the logo is 100 x 24 pixels.

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rebranding.login.company-logo

Default Value:

Valid Values: A valid url

Changes Take Effect: When the session is started or restarted.

Specifies the URL of the company logo used on the Login page. The maximum size for the logo is 320 x 32 pixels.

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rebranding.product-major-name

Default Value:

Valid Values: A valid string

Changes Take Effect: When the session is started or restarted.

Specifies the major name of the product.

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rebranding.product-minor-name

Default Value:

Valid Values: A valid string

Changes Take Effect: When the session is started or restarted.

Specifies the minor name of the product.

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rebranding.product-version

Default Value:

Valid Values: A valid string

Changes Take Effect: When the session is started or restarted.

Specifies the product version.

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security.inactivity-alert-dialog-before-timeout

Default Value: 30

Valid Values: An integer value greater than or equal to 0.

Changes Take Effect: When the session is started or restarted.

Dependencies: [security.inactivity-timeout](#)

Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout. The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of [security.inactivity-timeout](#).

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security.inactivity-timeout

Default Value: 0

Valid Values: An integer value greater than or equal to 0.

Changes Take Effect: When the session is started or restarted.

Related Options: [security.inactivity-alert-dialog-before-timeout](#)

Specifies the amount of time, in minutes, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out. If the agent has been inactive longer than the number of minutes that are specified by the inactivity timeout, the agent session is ended. A value of 0 disables the inactivity timeout.

Warning

After the timeout occurs, the Worksapce login dialog should be blank; however, if the agent has allowed the browser to remember his or her password, then the login dialog will still be populated with the agent's credentials. For security, agents should not allow web browsers to remember their login credentials.

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service-client-api.accepted-web-content-origins

Default Value:

Valid Values: A comma-separated list of URLs or '*' — for example: 'http://my-web-server-1,http://my-web-server-2' or '*'.

Changes Take Effect: When the session is started or restarted.

Specifies the list of granted origins and allowed APIs that are used in the web extension views. You can filter requested API with the following self-explanatory keywords:

- agent.get
- agent.getStateList
- agent.setState
- agent.getState
- interaction.getInteractions
- interaction.getByInteractionId
- interaction.getByBundleId
- interaction.getByCaseId
- interaction.setUserData
- interaction.deleteUserData
- system.closeToast
- system.popupToast
- system.updateToast
- voice.dial
- voice.startCallRecording
- voice.stopCallRecording
- voice.pauseCallRecording
- voice.resumeCallRecording
- email.create

For example, the value for of this option could now be: `http://my-web-server0`, `http://my-web-server1`, `http://my-web-server2 (agent.*, voice.dial)`, `http://my-web-server3 (agent.*, interaction.*)`

In this example, all requests are allowed for the `http://my-web-server0` and `http://my-web-server1` domains. For the `http://my-web-server2` domain, only the following requests are allowed: 'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'voice.dial'. For the `http://my-web-server3` domain, only the following requests are allowed: 'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'interaction.getInteractions', 'interaction.getByInteractionId', 'interaction.getByBundleId', 'interaction.getByCaseId', 'interaction.setUserData', 'interaction.deleteUserData'.

In addition to filtering by origin, you can filter by API with a wildcard in parentheses after the allowed origin.

This option cannot be overridden and must be set in the **WS_Cluster** application.

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service-client-api.block-markdone-timeout

Default Value: 1000

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or refreshed.

Introduced: 8.5.202.23

Specifies the duration, in milliseconds, of the timeout started by the 'interaction.blockMarkdone()' service. If this option is set, when an agent marks an interaction as Done, the Mark Done operation is delayed until the specified timeout has elapsed. During this interval, Mark Done can be blocked by using the serviceClientAPI 'blockMarkdone' operation. If Mark Done is blocked by 'serviceClientAPI', the Mark Done operation is cancelled. If the Mark Done is not blocked, the Mark Done operation occurs after the specified duration has elapsed. If Mark Done has been blocked by the 'blockMarkDone' operation from the 'serviceClientAPI', it can be unblocked by using the 'unblockMarkDone' operation from the 'serviceClientAPI'.

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service-client-api.rate-limit

Default Value: 0

Valid Values: An integer value greater than or equal to 0. Specify 0 for an unlimited rate.

Changes Take Effect: When the session is started or restarted.

Specifies the limit for the maximum number of requests per minute on the Service Client API. This option cannot be overridden and must be set in the WS_Cluster application.

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service-client-api.rate-limit-quarantine-delay

Default Value: 30

Valid Values: An integer value greater than or equal to 0. Specify 0 for infinite quarantine delay.

Changes Take Effect: When the session is started or restarted.

Specifies the quarantine delay, in seconds, during which requests are ignored once the rate limit is reached. This option cannot be overridden and must be set in the WS_Cluster application.

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service-client-api.rate-limit.<service-name>

Default Value: 0

Valid Values: An integer value greater than or equal to 0. Specify 0 for an unlimited rate.

Changes Take Effect: When the session is started or restarted.

Specifies the limit for the maximum number of requests per minute on a specific API request on the

Service Client API. The <service-name> can be one of the following:

- agent.get
- agent.getStateList
- agent.setState
- agent.getState
- interaction.getInteractions
- interaction.getByInteractionId
- interaction.deleteUserData
- interaction.setUserData
- media.getMediaList
- media.setState
- system.closeToast
- system.popupToast
- system.updateToast
- voice.dial
- voice.startCallRecording
- voice.stopCallRecording
- voice.pauseCallRecording
- voice.resumeCallRecording
- email.create

This option cannot be overridden, it must be set in the WSA Cluster Application.

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service-client-api.user-data.read-allowed

Default Value: *

Valid Values: A comma-separated value list of user data keys to allow, or '*' to allow all keys. For example: Key1,Key2,Key3

Changes Take Effect: When the session is started or restarted.

Specifies the list of keys that can be read in the user data. This applies to the userData property of the Interaction object returned by a function or an event.

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service-client-api.user-data.write-allowed

Default Value: *

Valid Values: A comma-separated value list of user data keys to allow, or '*' to allow all keys. For example: Key1,Key2,Key3

Changes Take Effect: When the session is started or restarted.

Specifies the list of keys that the `interaction.setUserData()` and `interaction.deleteUserData()` functions can write to in the user data.

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sipendpoint.headset-unplugged.not-ready-reason

Default Value: No default value

Valid Values: A valid Not Ready reason.

Changes Take Effect: When the session is started or restarted.

Dependencies: `sipendpoint.headset-unplugged-set-not-ready`

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged if the value of the `sipendpoint.headset-unplugged-set-not-ready` option is set to true.

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sipendpoint.headset-unplugged-set-not-ready

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Related Options: `sipendpoint.headset-unplugged.not-ready-reason`

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

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sipendpoint.max-failed-ping

Default Value: 5

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies the number of failed pings allowed on Genesys Softphone.

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sipendpoint.ping-interval

Default Value: 2000

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies the interval, in milliseconds, between each ping of the Genesys Softphone.

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sipendpoint.register-interval

Default Value: 1500

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies the interval, in milliseconds, between each register on Genesys Softphone.

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sipendpoint.register-max-attempts

Default Value: 10

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies the number of 'failed on check if endpoint' is active allowed.

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sipendpoint.sip-server-address

Default Value:

Valid Values: Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.

Changes Take Effect: When the session is started or restarted.

Specifies the host name or IP Address of the Session Border Controller where the SIP REGISTER request will be sent by Workspace Endpoint. (Tip: To set the Domain/Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP Address).

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sipendpoint.sip-server-address.peer

Default Value:

Valid Values: Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.

Changes Take Effect: When the session is started or restarted.

In a Business Continuity environment, specifies the host name or IP Address of the Session Border Controller where the peer SIP REGISTER request will be sent by Workspace SIP Endpoint. (Tip: To set the Domain/Realm of your contact center instead of an IP when WorkSpace SIP EndPoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP Address).

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sipendpoint.transport-protocol

Default Value: UDP

Valid Values: Select a value from the following list: UDP, TCP, TLS.

Changes Take Effect: When the session is started or restarted.

Specifies whether UDP, TCP, TLS, HTTP, or HTTPS is used for the SIP transport protocol.

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sipendpoint.uri

Default Value:

Valid Values: A valid URI

Changes Take Effect: When the session is started or restarted.

Specifies the URI of the SIP endpoint used in connector mode. For example: https://localhost:8000

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sipendpoint.wait-user-max-attempts

Default Value: 20

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies the number of failed waiting user-actions that are allowed before timeout.

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standard-response.categories

Default Value: \$All\$

Valid Values: A comma-separated list of category names or the full path of the category, starting at the root category. Set the value to \$All\$ to display Standard Responses from all categories.

Changes Take Effect: When the session is started or restarted.

Specifies the list of categories used to filter Standard Responses. Agents see only those Standard Responses that are part of the sub-tree of categories set in the value for this option.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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statistics.agent-groups

Default Value:

Valid Values: A comma-separated list of Agent Group or Virtual Agent Group identifiers.

Changes Take Effect: When the session is started or restarted.

Specifies the list of agent groups and virtual agent groups that are displayed in the Contact Center Statistics tab. If empty, no agent groups or virtual agent groups are displayed. If set to a list and none of the groups in the list match an existing group, no agent groups or virtual agent groups are displayed.

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statistics.displayed-statistics

Default Value:

Valid Values: A comma-separated list of Statistic names.

Changes Take Effect: When the session is started or restarted.

Specifies the statistics that are displayed in the **Contact Center Statistics** tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

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statistics.gadget-statistics

Default Value: No default value

Valid Values: A comma-separated list of section names containing statistics.

Changes Take Effect: When the application is started or restarted.

Introduced: 8.5.202.23

Related Options: [statistics.gadget-statistics.max-size](#), [statistics.refresh-time](#)

Specifies the statistics, up to 10, that are displayed in the Statistics Gadget. Each statistics specified in this option is the name of a section containing the statistic definition or the statistic object.

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statistics.gadget-statistics.max-size

Default Value: 10

Valid Values: Any integer from 0 to 50.

Changes Take Effect: When the application is started or restarted.

Introduced: 8.5.202.23

Related Options: [statistics-gadget-statistics](#)

Specifies the maximum number of statistics that are displayed in the Statistics Gadget. If more statistics are specified by the [statistics.gadget-statistics](#) option, only the first *n* statistics are displayed.

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statistics.queue-groups

Default Value:

Valid Values: A comma-separated list of Queue Group identifiers.

Changes Take Effect: When the session is started or restarted.

Specifies the list of queue groups that are displayed in the **Contact Center Statistics** tab. If empty, no queue groups are displayed. If set to a list and none of the queue groups in the list match an existing queue group, no queue groups are displayed.

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statistics.refresh-time

Default Value: 20

Valid Values: An integer value greater than 0.

Changes Take Effect: When the session is started or restarted.

Specifies, in seconds, how often statistics are refreshed in the **Contact Center Statistics** tab. When set to 0, no automatic refresh occurs (the agent must manually refresh statistics).

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statistics.routing-points

Default Value:

Valid Values: A comma-separated list of routing point identifiers.

Changes Take Effect: When the session is started or restarted.

Specifies the list of routing points that are displayed in the **Contact Center Statistics** tab. If empty, no routing points are displayed. If set to a list and none of the routing points match an existing routing point, no routing points are displayed.

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statistics.virtual-queues

Default Value:

Valid Values: A comma-separated list of Virtual Queue identifiers.

Changes Take Effect: When the session is started or restarted.

Specifies the list of virtual queues that are displayed in the **Contact Center Statistics** tab. If empty, no virtual queues are displayed. If set to a list and none of the virtual queues in the list match an existing virtual queue, no virtual queues are displayed.

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system.cometd.timeout

Default Value: 60000

Valid Values: An integer value greater than or equal to 0.

Changes Take Effect: When the session is started or restarted.

Related Options: [system.feedback.submit-after-disconnect](#)

Specifies the duration, in milliseconds, before the session is considered closed when the connection with the server is lost.

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system.feedback

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether a Feedback button is displayed in the About window.

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system.feedback.submit-after-disconnect

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Dependencies: [system.cometd.timeout](#)

Specifies whether a **Feedback** dialog box is displayed the next time the agent logs in after a session closed due to the Cometd defense. managed by the option .

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system.log-level

Default Value: Trace

Valid Values: Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

Changes Take Effect: When the session is started or restarted.

Specifies the global log level.

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teamcommunicator.add-recent-filters.voice

Default Value:

Valid Values: A comma-separated list of interaction types taken from the following values: internal, external, consultation.

Changes Take Effect: When the session is started or restarted.

Specifies whether to store incoming interactions into the Recent buffer. By default, the Recent buffer stores only the actions of the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

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teamcommunicator.always-clear-textbox-on-new-interaction

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the Team Communicator text search box is cleared after the interaction is initiated when the agent presses 'Enter' or clicks one of the medias in the Team Communicator results. When set to false, the Team Communicator text search box is cleared only if an interaction is initiated by the agent pressing 'Enter'.

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teamcommunicator.corporate-favorites

Default Value:

Valid Values: A comma-separated list of favorite names (section names) that are defined in the Workspace application.

Changes Take Effect: When the session is started or restarted.

Specifies the list of corporate favorites (quick dial favorites) that are configured in the Configuration Server for an Agent, Agent Group, Skill, Routing Point, or Custom Contact. See the [Procedure: Creating Corporate Favorites](#) for information about creating Corporate Favorite objects in the configuration layer. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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teamcommunicator.list-filter-showing

Default Value: Agent,AgentGroup,RoutingPoint,Skill,InteractionQueue,Contact,CustomContact

Valid Values: A comma-separated value list of filter items to be displayed in the team communicator. For example:

Agent,AgentGroup,Skill,RoutingPoint,InteractionQueue,Contact,CustomContact.

Changes Take Effect: When the session is started or restarted.

Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

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teamcommunicator.load-at-startup

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Team Communicator are loaded at login. This option is used to help with performance at login if many agents login at the same time. When this option is set to false, the elements are not loaded at login, they are loaded the first time the focus is placed in the Team Communicator.

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teamcommunicator.max-favorites-size

Default Value: 50

Valid Values: An integer value from 0 through 100.

Changes Take Effect: When the session is started or restarted.

Specifies the maximum size of the favorites list that is displayed while an agent is displaying favorites.

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teamcommunicator.max-size

Default Value: 50

Valid Values: An integer value from 0 through 100.

Changes Take Effect: When the session is started or restarted.

Related Options: [teamcommunicator.show-all-internal-targets](#)

Specifies the maximum size of the default list when the value of [teamcommunicator.show-all-internal-targets](#) is set to true.

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teamcommunicator.max-suggestion-size

Default Value: 10

Valid Values: An integer value from 1 through 50.

Changes Take Effect: When the session is started or restarted.

Specifies the maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

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teamcommunicator.one-step-conference-with-consultation.enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.87

Specifies whether agents can make a one-step conference of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step conference button is not displayed and agents cannot perform a one-step conference operation when there is an active consultation.

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teamcommunicator.one-step-transfer-with-consultation.enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.87

Specifies whether agents can make a one-step transfer of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step transfer button is not displayed and agents cannot perform a one-step transfer operation when there is an active consultation.

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teamcommunicator.permissions.agent.exclude-from-agent-groups

Default Value: No default value

Valid Values: A comma-separated list of Agent Groups; empty means Workspace doesn't exclude any agent groups.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Related Options: [teamcommunicator.permissions.agent.restrict-to-agent-groups](#)

Specifies the list of agent groups (virtual agent groups aren't supported) used to exclude agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are excluded from the list. **Note:** This overrides the [teamcommunicator.permissions.agent.restrict-to-agent-groups](#) include filter where there is overlap. For example, if an agent belongs to groups A and B, and the exclude filter specifies B while the include filter specifies A, the agent is excluded from the returned list.

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teamcommunicator.permissions.agent.restrict-to-agent-groups

Default Value: No default value

Valid Values: A comma-separated list of Agent Groups; empty means no restriction are applied.

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Specifies the list of agent groups (virtual agent groups aren't supported) used to restrict agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are included in the list.

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teamcommunicator.recent-max-records

Default Value: 10

Valid Values: An integer value from 1 through 50.

Changes Take Effect: When the session is started or restarted.

Specifies the number of recent internal targets to display in the list of recent targets.

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teamcommunicator.request-start-timer

Default Value: 500

Valid Values: An integer value from 1 through 5000.

Changes Take Effect: When the session is started or restarted.

Specifies the request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

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teamcommunicator.show-all-internal-targets

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether all internal targets are displayed by default in the Team Communicator when an agent is searching for a transfer or conference target, including all Agents, Agent Groups, Skills, and Routing Points.

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teamcommunicator.voice.consultation.exclude-numbers

Default Value:

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Dependencies: [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on consultation. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`

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teamcommunicator.voice.list-status-reachable

Default Value: NotReady

Valid Values: A case-sensitive comma-separated list of agent statuses from the following list: NotReady, Busy, LoggedOff.

Changes Take Effect: When the session is started or restarted.

Dependencies: [privilege.voice.can-use](#), [presence.evaluate-presence](#)

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and

conference requests.

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teamcommunicator.voice.make-call.exclude-numbers

Default Value:

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Dependencies: [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on making a call. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

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teamcommunicator.voice.single-step-conference.exclude-numbers

Default Value:

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Dependencies: [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step conference. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

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teamcommunicator.voice.single-step-transfer.exclude-numbers

Default Value:

Valid Values: A regular expression.

Changes Take Effect: When the session is started or restarted.

Dependencies: [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step transfer. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

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teamlead.monitorable-routing-points

Default Value: No default value

Valid Values: A comma-separated list of routing points (<DN Number>@<switch>).

Changes Take Effect: When a session is started or restarted.

Introduced: 8.5.202.34

Related Options: privilege.teamlead.can-monitor-routing-point

Specifies the list of routing points that a supervisor can monitor.

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teamlead.monitoring-cross-site-based-on-activity-enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.24

Specifies if cross-site monitoring is enabled and if agent presence is evaluated to select the device to be monitored for a remote agent. If this option is set to true, the monitoring request is started on the device where the remote agent is currently logged in.

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teamlead.monitoring-scope

Default Value: call

Valid Values: Select a value from the following list: agent, call

Changes Take Effect: When the session is started or restarted.

Specifies the scope of monitoring that is to be used for voice interactions. If the value call is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value agent is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

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teamlead.myagents.enabled-channels

Default Value: voice,chat,email

Valid Values: A comma-separated list of channel names from the following list: voice, chat, email.

Changes Take Effect: When the session is started or restarted.

Specifies the available media in the **My Agents** view. Workspace displays the channels in the order in which they appear in the list.

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teamlead.myagents.refresh-rate

Default Value: 30

Valid Values: Valid values are 0 or integer values between 5 and 5000.

Changes Take Effect: When the session is started or restarted.

Specifies the frequency, in seconds, to refresh the list of users. When set to 0, no automatic refresh is applied; the refresh must be done manually.

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toast.case-data.content

Default Value: History,CaseData

Valid Values: One or more values from the following list: History, CaseData>

Changes Take Effect: When the session is started or restarted.

Dependencies: [toast.case-data.format-business-attribute](#)

Specifies the content of the Case Information area in the toast interaction preview. The CaseData key enables the display of the attached data that is defined by the [toast.case-data.format-business-attribute](#) option. The History key enables the display of interaction history information. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [\https://docs.genesys.com/Documentation/HTCC/8.5.2/IWWDep/OverridingInteractionWorkspaceOptions Configuration Guide].

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toast.case-data.format-business-attribute

Default Value:

Valid Values: Valid name of a Business Attribute

Changes Take Effect: When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the `toast.case-data.order` option. Use this option to specify a comma-separated list of Business Attributes Value Names that define the order of the Business Attribute Values. The Attributes Values that are not listed in option `toast.case-data.order` are put at the bottom of the list.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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toast.window-title

Default Value: (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values:

\$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name).

Changes Take Effect: When the session is started or restarted.

Specifies the title of the Toast window by defining a string that contains the following field codes: \$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: '\$Window.Title\$ - \$Interaction.MainParty\$'.

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twitter.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether a Twitter interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this

[Deployment Guide](#).

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twitter.default-queue

Default Value: Twitter Outbound Init Queue

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the name of the default queue in the configuration layer.

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twitter.outbound-queue

Default Value: Twitter Outbound Queue

Valid Values: A valid name of a Script of type Interaction Queue.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

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twitter.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a Twitter interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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views.CaseSideRegion.activate-order

Default Value: ContactView,SRLView,KnowledgeView,CoBrowseView,WebActivityView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the [interaction.web-content](#) option):

ContactView,SRLView,KnowledgeView,CoBrowseView,WebActivityView,...

Changes Take Effect: When the session is started or restarted.

Dependencies: [interaction.web-content](#)

Specifies, in order of precedence, the view selected by default in the Case Side Region. The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on. If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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views.CaseSideRegion.order

Default Value: KnowledgeView,CoBrowseView,WebActivityView,ContactView,SRLView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the [interaction.web-content](#) option):

KnowledgeView,CoBrowseView,WebActivityView,ContactView,SRLView,...

Changes Take Effect: When the session is started or restarted.

Dependencies: [interaction.web-content](#)

Specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region. If this option is not configured, then the default ordering is used. If you do not specify all the

options, then the default setting is used for any item not specified.

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views.ContactRegion.activate-order

Default Value: ContactInformationView,ContactHistoryView

Valid Values: A comma-separated list of valid view names from the following list:
ContactInformationView, ContactHistoryView

Changes Take Effect: When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the Contact region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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views.ContactRegion.order

Default Value: ContactInformationView,ContactHistoryView

Valid Values: A comma-separated list of valid view names from the following list:
ContactInformationView, ContactHistoryView

Changes Take Effect: When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the Contact Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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views.HistoryInteractionDetailsRegion.activate-order

Default Value: ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

Valid Values: A comma-separated list of valid view names from the following list:
ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

Changes Take Effect: When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the History Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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views.HistoryInteractionDetailsRegion.order

Default Value: ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

Changes Take Effect: When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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views.InteractionDetailsRegion.activate-order

Default Value: ContactInteractionNotePadView,DispositionView

Valid Values: A comma-separated list of valid view names from the following list: ContactInteractionNotePadView, DispositionView

Changes Take Effect: When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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views.InteractionDetailsRegion.order

Default Value: DispositionView,ContactInteractionNotePadView

Valid Values: A comma-separated list of valid view names from the following list: DispositionView, ContactInteractionNotePadView

Changes Take Effect: When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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views.MyWorkspaceRegion.activate-order

Default Value:

DashboardView,MyChannelsView,MyAgentsView,MyCampaignsView,MyHistoryView,CustomMyStatReportView,Cust

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the **workspace.web-content** option): MyChannelsView,

MyCampaignsView, MyHistoryView, CustomMyStatReportView, CustomCcReportView, and so on.

Changes Take Effect: When the session is started or restarted.

Dependencies: [workspace.web-content](#)

Specifies, in order of precedence, the view selected by default view in the My Workspace Region. The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on. If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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views.MyWorkspaceRegion.order

Default Value:

MyChannelsView, MyAgentsView, MyCampaignsView, MyHistoryView, DashboardView, CustomMyStatReportView, CustomCcReportView, ...

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the [workspace.web-content](#) option):

MyChannelsView, MyCampaignsView, MyHistoryView, CustomMyStatReportView, CustomCcReportView, ...

Changes Take Effect: When the session is started or restarted.

Dependencies: [workspace.web-content](#)

Specifies the order (left to right, top to bottom) in which the views are displayed in the My Workspace Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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views.WorkbinInteractionDetailsRegion.activate-order

Default Value: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

Valid Values: A comma-separated list of valid view names from the following list:

ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

Changes Take Effect: When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the Workbin Interaction Details Region. The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on. If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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views.WorkbinInteractionDetailsRegion.order

Default Value: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

Valid Values: A comma-separated list of valid view names from the following list:

ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

Changes Take Effect: When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the Workbin

Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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voice.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the application is started or restarted.

Specifies whether a voice interaction is automatically answered when a EventRinging message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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voice.auto-answer.is-enabled-on-already-in-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the application is started or restarted.

Specifies whether a voice interaction is automatically answered if there is other active call(s) (used only with voice.auto-answer set to true). This option can be overridden by a routing strategy as described in the Configuration Guide.

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voice.caller-id.key-name

Default Value: IW_SelectedCallerId

Valid Values: An attached data key name (string)

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.34

Specifies the key name of the attached data that contains the selected caller id information.

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voice.cancel-after-call-work-on-business-call

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies if the voice channel should be canceled its After Call Work status when the agents switches from After Call Work to Ready or Not Ready during a business call. This option is specific to SIP Server

environment.

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voice.cancel-after-call-work-on-done

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies if the voice channel should be forced to its former status when an agent marks the voice interaction as Done while the voice channel is in After Call Work status.

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voice.clear-conference-on-release

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Specifies whether the conference call is cleared (all the parties in the conference are released) when the last agent leaves the conference.

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voice.consultation.merge-attached-data-to-main

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether any attached data specific to the consultation (for example those defined in a corporate favorite) is merged to the main interaction.

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voice.enable-dtmf-tone

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether a tone is played when an agent clicks a DTMF key.

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voice.floating-interaction-mode.auto-collapse

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether new floating voice interactions are displayed collapsed automatically.

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voice.hold-active-call-on-make-call

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether the active call is turned to hold before placing an independent call. When disabled, the make call operation isn't available when there is a call on hold.

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voice.hold-indicator-timer

Default Value: 30,60

Valid Values: An integer for the number of seconds before Workspace displays the warning indicator and an integer for the number of seconds before Workspace displays the alarm indicator.

Changes Take Effect: When the session is started or restarted.

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.

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voice.mark-done-on-release

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies if an interaction should be closed automatically if a Release message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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voice.prompt-for-end

Default Value: false

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Specifies whether Workspace displays a confirmation message when the agent clicks **End**. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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voice.reject.counter-key-name

Default Value:

Valid Values: A key name.

Changes Take Effect: When the session is started or restarted.

The key that is used to populate a counter in attached data when a call is rejected. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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voice.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a voice interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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voice.use-caller-id-display-name

Default Value: false

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Introduced: 8.5.202.04

Specifies that the Caller Id Display Name is to be used when caller id is used. This feature requires that the value of the SIP Server TServer/use-display-name option be set to true. The Caller Id Display Name should be the display name of the caller ID in business attribute value specified by the [intercommunication.voice.make-call-caller-id-business-attribute](#) option.

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voicemail.access-number

Default Value:

Valid Values: Any Valid DN.

Changes Take Effect: When the session is started or restarted.

Specifies the number to call to access your voicemail system.

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voicemail.notification-types

Default Value: personal, public

Valid Values: A comma-separated list of action names from the following list: personal, public

Changes Take Effect: When the session is started or restarted.

Specifies the types of voicemail boxes included in the count of unread voicemail messages in the Main Window. personal refers to the voicemail box that is identified as the personal voicemail box of the agent; public refers to the group voicemail boxes to which the agent has access.

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voicemail.request-timeout

Default Value: 1

Valid Values: A positive integer value.

Changes Take Effect: When the session is started or restarted.

Specifies the time, in seconds, to wait for voicemail messages from Feature Server. If no voicemail messages are received during this timeout, a request is sent to Feature Server to get them.

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web-rtc.enable-dtmf-tone

Default Value: true

Valid Values: true, false.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

When the value of this option is true, a tone is played when the agent selects a DTMF key.

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web-rtc.gateway-uri

Default Value:

Valid Values: A valid URI.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the host for the WebRTC gateway.

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web-rtc.identifier.x-last-digit-displayed

Default Value: 10

Valid Values: A positive integer.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the number of digits of the WebRTC identifier to display in Workspace. The WebRTC identifier is generated based on the user ID — for example, a user ID of a78b5fc6bc7742fb9802958c985098e3 is converted to 977898510299698997742102989802958999850981013. You can use this option to make the number a more user-friendly size when it's displayed in the interaction for the toolbar, parties in Case Information, and in Team Communicator. For example, if you leave the option at the default value, the WebRTC identifier above would be displayed as 9850981013 in Workspace.

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web-rtc.phone-number-prefix

Default Value:

Valid Values: Any string

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the prefix that is used for the phone number that is dynamically created for WebRTC.

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web-rtc.quality-alert-timeout

Default Value: 30

Valid Values: A positive integer value.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Time in seconds that passes before an alert is displayed to notify that timeout occurred during a test call.

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web-rtc.quality.score.key-name

Default Value: callQualityScore

Valid Values: The name of a UserEvent valid key.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the key in the UserEvent that Workspace should use for the call quality score set by the agent. The agent only provides this score if the WebRTC API detects low quality of audio for the call.

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web-rtc.quality.statistics.key-name

Default Value: callQualityStatistics

Valid Values: The name of a UserEvent valid key.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the key in the UserEvent that Workspace should use for the call quality statistics it receives from the WebRTC API.

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web-rtc.request-quality-interval

Default Value: 5

Valid Values: A positive integer

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the interval, in seconds, to request audio call quality from the [Genesys WebRTC JavaScript API](#).

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web-rtc.ringing-bell

Default Value:

Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Specifies the voice channel ringing sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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web-rtc.stun-uri

Default Value:

Valid Values: A valid URI.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

The URI to STUN server.

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web-rtc.troubleshooting.enable-feedback

Default Value: true

Valid Values: true, false

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

Enables WebRTC to send a user event that contains diagnostic information.

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web-rtc.turn-password

Default Value:

Valid Values: A valid password

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

The password for the TURN server.

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web-rtc.turn-uri

Default Value:

Valid Values: A valid URI.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

The URI to TURN server.

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web-rtc.turn-username

Default Value:

Valid Values: A valid username.

Changes Take Effect: When the session is started or restarted.

Discontinued: 8.6+

The username for the TURN server.

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workbin.email.draft

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin to be used to store draft email.

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workbin.email.draft.displayed-columns

Default Value: To,Subject,Submitted

Valid Values: A comma separated list of Interaction Server interaction properties, for example:

To,Subject,Submitted

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores draft email.

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workbin.email.in-progress

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin that is to be used to store inbound email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

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workbin.email.in-progress.displayed-columns

Default Value: From,Subject,Received

Valid Values: A comma separated list of Interaction Server interaction properties, for example:

From,Subject,Received

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound email for later processing.

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workbin.facebook.draft

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin to be used to store draft Facebook posts.

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workbin.facebook.draft.displayed-columns

Default Value: To,Subject,Submitted

Valid Values: Comma-separated list of Interaction Server interaction properties, for example:

To,Subject,Submitted

Changes Take Effect: When the session is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores Draft Facebook posts.

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workbin.facebook.in-progress

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin to be used to store inbound Facebook posts for later processing, after an agent explicitly saves the Facebook post or submitted an outbound reply.

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workbin.facebook.in-progress.displayed-columns

Default Value: From,Subject,Received

Valid Values: Comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound Facebook posts for later processing.

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workbin.twitter.draft

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin to be used to store draft Twitter posts.

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workbin.twitter.draft.displayed-columns

Default Value: To,Subject,Submitted

Valid Values: Comma-separated list of Interaction Server interaction properties, for example: To,Subject,Submitted

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores draft Twitter posts.

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workbin.twitter.in-progress

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin to be used to store inbound Twitter posts for later processing, after an agent explicitly saved the Twitter post or submitted an outbound reply.

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workbin.twitter.in-progress.displayed-columns

Default Value: From,Subject,Received

Valid Values: Comma-separated list of Interaction Server interaction properties, for example:

From,Subject,Received

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound Twitter posts for later processing.

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workbin.<media-type>.<workbin-nickname>

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin to be used to store interactions of a particular workitem media type.

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workbin.<media-type>.<workbin-nickname>.displayed-columns

Default Value: From,To,Subject,Received

Valid Values: A comma-separated list of Interaction Server interaction properties, for example:

From,Subject,Received

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the specified workbin.

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workbin.<media-type>.in-progress

Default Value:

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: When the session is started or restarted.

Specifies the name of the workbin that is to be used to store inbound workitems of a particular type for later processing.

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workbin.<media-type>.in-progress.displayed-columns

Default Value: From,To,Subject,Received

Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

Changes Take Effect: When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the specified workbin.

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workspace.web-content

Default Value:

Valid Values: A comma separated value list of option section names that correspond to the extension views, for example: Extension1,Extension2,Extension3

Changes Take Effect: When the session is started or restarted.

The list of Web Applications that are configured to be displayed at the Workspace level. Refer to the [Procedure: Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer.

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