



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Engage Digital (eServices)

interaction-workspace Section

# interaction-workspace Section

- applebcsession.attachment-filter
- applebcsession.attachment-max-size
- applebcsession.auto-answer
- applebcsession.background-color-agent
- applebcsession.background-color-agent.high-contrast
- applebcsession.background-color-client
- applebcsession.background-color-client.high-contrast
- applebcsession.background-color-external
- applebcsession.background-color-external.high-contrast
- applebcsession.background-color-sessioninfo
- applebcsession.background-color-sessioninfo.high-contrast
- applebcsession.background-color-sessioninfo-other
- applebcsession.background-color-sessioninfo-other.high-contrast
- applebcsession.emojis-business-attribute
- applebcsession.focus-on-new-messages
- applebcsession.font-size-text
- applebcsession.generic-thumbnail-height
- applebcsession.generic-thumbnail-width
- applebcsession.get-transcript-interactions
- applebcsession.image-thumbnail-height
- applebcsession.image-thumbnail-width
- applebcsession.max-text-message-size
- applebcsession.message-delay-timespan
- applebcsession.new-message-blinking
- applebcsession.new-message-blinking-duration
- applebcsession.notification-timestamp-visible
- applebcsession.on-hold-queue
- applebcsession.outbound-appname
- applebcsession.outbound-channel
- applebcsession.outbound-itx-postprocessing-queue
- applebcsession.pending-response-to-customer
- applebcsession.reconnect-attempts
- applebcsession.reconnect-timeout
- applebcsession.response-wait-time
- applebcsession.send-message-on-enter-press
- applebcsession.show-cross-channel-messages
- applebcsession.show-system-messages-in-history
- applebcsession.toast-information-key
- applebcsession.transcript-interactions-count
- applebcsession.two-step-attachment-upload
- applebcsession.typing-timeout
- applebcsession.url-regex
- intercommunication.applebcsession.queue
- intercommunication.applebcsession.routing-based-actions
- intercommunication.applebcsession.routing-based-targets
- intercommunication.whatsappsession.queue
- intercommunication.whatsappsession.routing-based-actions
- intercommunication.whatsappsession.routing-based-targets
- whatsappsession.attachment-filter
- whatsappsession.attachment-max-size
- whatsappsession.auto-answer
- whatsappsession.background-color-agent
- whatsappsession.background-color-agent.high-contrast
- whatsappsession.background-color-client
- whatsappsession.background-color-client.high-contrast
- whatsappsession.background-color-external
- whatsappsession.background-color-external.high-contrast

- `whatsappsession.background-color-sessioninfo`
- `whatsappsession.background-color-sessioninfo.high-contrast`
- `whatsappsession.background-color-sessioninfo-other`
- `whatsappsession.background-color-sessioninfo-other.high-contrast`
- `whatsappsession.default-notification-id`
- `whatsappsession.default-notification-language`
- `whatsappsession.default-notification-text`
- `whatsappsession.emojis-business-attribute`
- `whatsappsession.enable-free-msg-timespan-monitoring`
- `whatsappsession.focus-on-new-messages`
- `whatsappsession.font-size-text`
- `whatsappsession.free-msg-timespan`
- `whatsappsession.generic-thumbnail-height`
- `whatsappsession.generic-thumbnail-width`
- `whatsappsession.get-transcript-interactions`
- `whatsappsession.image-thumbnail-height`
- `whatsappsession.image-thumbnail-width`
- `whatsappsession.location-map.browse.query`
- `whatsappsession.location-map.preview.height`
- `whatsappsession.location-map.preview.query`
- `whatsappsession.location-map.preview.width`
- `whatsappsession.max-text-message-size`
- `whatsappsession.message-delay-timespan`
- `whatsappsession.new-message-blinking`
- `whatsappsession.new-message-blinking-duration`
- `whatsappsession.notification-timestamp-visible`
- `whatsappsession.on-hold-queue`
- `whatsappsession.outbound-appname`
- `whatsappsession.outbound-channel`
- `whatsappsession.outbound-itx-postprocessing-queue`
- `whatsappsession.outbound-session-config`
- `whatsappsession.pending-response-to-customer`
- `whatsappsession.reconnect-attempts`
- `whatsappsession.reconnect-timeout`
- `whatsappsession.response-wait-time`
- `whatsappsession.send-message-on-enter-press`
- `whatsappsession.show-cross-channel-messages`
- `whatsappsession.show-system-messages-in-history`
- `whatsappsession.toast-information-key`
- `whatsappsession.transcript-interactions-count`
- `whatsappsession.two-step-attachment-upload`
- `whatsappsession.url-regex`
- `whatsappsession.use-separate-chat-session-check`

## applebcsession.attachment-filter

**Default Value:** pdf:doc:docx:ppt:pptx:xls:xlsx:jpg:jpeg:png:gif:bmp:mp4:amr:mp3

**Valid Values:** Any valid file extension

**Changes Take Effect:** Immediately

Specifies a colon-separated list of media file types that are permitted for outbound attachments.

## applebcsession.attachment-max-size

**Default Value:** 10240

**Valid Values:** Any integer from 1 to 1048576

**Changes Take Effect:** Immediately

Specifies the maximum file size of the outbound attachment in KB.

## applebcsession.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

Specifies whether Apple Messages for Business interactions are answered automatically.

## applebcsession.background-color-agent

**Default Value:** #FFF3F7FB

**Valid Values:** Color hexadecimal (#RRGGBB)

**Changes Take Effect:** After restart

Specifies the background color for agent messages.

## applebcsession.background-color-agent.high-contrast

**Default Value:** #FF007E72

**Valid Values:** Color hexadecimal (#RRGGBB)

**Changes Take Effect:** After restart

Specifies the background color for agent messages for the HighContrast theme.

## applebcsession.background-color-client

**Default Value:** #FFDBE5F4

**Valid Values:** Color hexadecimal (#RRGGBB)

**Changes Take Effect:** After restart

Specifies the background color for client messages.

## applebcsession.background-color-client.high-contrast

**Default Value:** #FF021A87  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for client messages for the HighContrast theme.

## applebcsession.background-color-external

**Default Value:** #FFF5F5F5  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for external messages.

## applebcsession.background-color-external.high-contrast

**Default Value:** #FF00766B  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for external messages for the HighContrast theme.

## applebcsession.background-color-sessioninfo

**Default Value:** #FFA0C89F  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Modified:** 9.1.002.07

Specifies the background color for session info messages.

## applebcsession.background-color-sessioninfo.high-contrast

**Default Value:** #FF005000  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Modified:** 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme.

## applebcsession.background-color-sessioninfo-other

**Default Value:** #FFD3D3D3  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Introduced:** 9.1.002.07

Specifies the background color of session info messages for other channels.

## applebcsession.background-color-sessioninfo-other.high-contrast

**Default Value:** #FF000000  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Introduced:** 9.1.002.07

Specifies the background color of session info messages for the HighContrast theme for other channels.

## applebcsession.emojis-business-attribute

**Default Value:**  
**Valid Values:** Any valid business attribute name  
**Changes Take Effect:** At the next interaction

Specifies the valid name of a Business Attribute containing emojis.

## applebcsession.focus-on-new-messages

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.007.07

Scroll down to the newest message automatically when a new message arrives.

## applebcsession.font-size-text

**Default Value:** 15  
**Valid Values:** Any integer from 10 to 50  
**Changes Take Effect:** Immediately

Specifies the font size for message text in the transcript.

## applebcsession.generic-thumbnail-height

**Default Value:** 50

**Valid Values:** Any integer from 1 to 1080

**Changes Take Effect:** Immediately

Specifies the thumbnail height, in pixels, for all binary attachments other than images.

## applebcsession.generic-thumbnail-width

**Default Value:** 50

**Valid Values:** Any integer from 1 to 1920

**Changes Take Effect:** Immediately

Specifies the thumbnail width, in pixels, for all binary attachments other than images.

## applebcsession.get-transcript-interactions

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

Specifies whether the main interaction window shows transcripts of past interactions with the contact.

## applebcsession.image-thumbnail-height

**Default Value:** 100

**Valid Values:** Any integer from 1 to 1080

**Changes Take Effect:** Immediately

Specifies the thumbnail height, in pixels, for all image attachments.

## applebcsession.image-thumbnail-width

**Default Value:** 200

**Valid Values:** Any integer from 1 to 1920

**Changes Take Effect:** Immediately

Specifies the thumbnail width, in pixels, for all image attachments.

## applebcsession.max-text-message-size

**Default Value:** 5000

**Valid Values:** Any integer from 1 to 2147483647

**Changes Take Effect:** At the next interaction

Specifies the maximum size of the message in bytes.

## applebcsession.message-delay-timespan

**Default Value:** 30

**Valid Values:** Any nonnegative integer

**Changes Take Effect:** Immediately

**Introduced:** 9.1.007.07

Specifies message delay timespan in seconds.

## applebcsession.new-message-blinking

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

**Introduced:** 9.1.003.04

Specifies whether the interaction bar blinks on a new incoming message.

## applebcsession.new-message-blinking-duration

**Default Value:** 0

**Valid Values:** Any integer from 0 to 2147483647

**Changes Take Effect:** At the next interaction

**Introduced:** 9.1.003.04

Specifies the duration of blinking interaction bar on a new incoming message. 0 value is for infinite.

## applebcsession.notification-timestamp-visible

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.1.017.01

Specifies whether the notification message timestamp needs to be visible in transcript or not.



## applebcsession.on-hold-queue

**Default Value:**

**Valid Values:** Any valid Script name of type "Interaction Queue"

**Changes Take Effect:** At the next interaction attempt to put the chat in queue

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the "Place chat on hold" button.

## applebcsession.outbound-appname

**Default Value:**

**Valid Values:** Any valid application name

**Changes Take Effect:** At the next attempt to create a new outbound chat session

Specifies the application name of Digital Messaging Server that will be used to create an outbound chat session.

## applebcsession.outbound-channel

**Default Value:**

**Valid Values:** Any valid application name

**Changes Take Effect:** At the next attempt to create a new outbound chat session

Specifies the channel name defined in the Digital Messaging Server application that will be used to create an outbound chat session.

## applebcsession.outbound-itx-postprocessing-queue

**Default Value:**

**Valid Values:** Any valid Script name of type "Interaction Queue"

**Changes Take Effect:** At the next interaction attempt to put the chat in queue

**Introduced:** 9.1.002.07

Specifies the Interaction Queue where the outbound chat interaction is placed when the agent hits the "Done" button.

## applebcsession.pending-response-to-customer

**Default Value:** 30,50

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

**Changes Take Effect:** At the next interaction

Defines 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.

## applebcsession.reconnect-attempts

**Default Value:** 5  
**Valid Values:** Any nonnegative integer  
**Changes Take Effect:** Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

## applebcsession.reconnect-timeout

**Default Value:** 10  
**Valid Values:** Any nonnegative integer  
**Changes Take Effect:** Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of a connection loss.

## applebcsession.response-wait-time

**Default Value:** 10000  
**Valid Values:** Any positive integer  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.002.07

Specifies the timeout, in milliseconds, for waiting for a response from a remote server.

## applebcsession.send-message-on-enter-press

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.006.17

Specifies that outbound message will be sent when the Enter key is pressed.

## applebcsession.show-cross-channel-messages

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** At the next interaction

**Introduced:** 9.1.002.07

Specifies whether the main interaction window shows transcripts of past interactions with the contact and other channels.

## applebcsession.show-system-messages-in-history

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

Specifies whether system messages (such as joined/left session, error messages, etc.) are shown when displaying previous chat sessions.

## applebcsession.toast-information-key

**Default Value:** Subject

**Valid Values:** Any valid attached data key name

**Changes Take Effect:** Immediately

Specifies whether the information area is displayed in the Apple Messages for Business interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

## applebcsession.transcript-interactions-count

**Default Value:** 1

**Valid Values:** Any integer from 1 to 1000

**Changes Take Effect:** At the next interaction

Specifies the number of previous chat sessions that are shown when the agent clicks "See older messages...".

## applebcsession.two-step-attachment-upload

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.1.007.07

Enable two-step attachment upload.

## applebcsession.typing-timeout

**Default Value:** 10

**Valid Values:** Any nonnegative integer

**Changes Take Effect:** Immediately

Specifies the duration, in seconds, for "Agent typing" notifications.

## applebcsession.url-regex

**Default Value:** ((http|https|ftp)\:VV)?[a-zA-Z0-9\-\.\+\.][a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\\_!?\,\|'V\\|+|\&|%\\$|#\!|=|~|)\(|\\*|:|)]\*

**Valid Values:** Any valid regular expression

**Changes Take Effect:** Immediately

**Modified:** 9.1.014.03

Specifies the regular expression for identifying URL links.

## intercommunication.applebcsession.queue

**Default Value:**

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

**Changes Take Effect:** At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill

Specifies the name of the Interaction Queue that is used by the routing-based feature for Apple Messages for Business. The following attached data is added by Workspace:

IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBasedRequestType.

## intercommunication.applebcsession.routing-based-actions

**Default Value:** OneStepTransfer

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

OneStepTransfer.

**Changes Take Effect:** At next attempt to request conference

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

## intercommunication.applebcsession.routing-based-targets

**Default Value:**

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

**Changes Take Effect:** At next attempt to request conference

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

## intercommunication.whatsappsession.queue

**Default Value:**

**Valid Values:** The name of a valid Interaction Queue script object

**Changes Take Effect:** At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill

Specifies the name of the Interaction Queue that is used by the routing-based feature for WhatsApp. The following attached data is added by Workspace: IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, and IW\_RoutingBasedRequestType.

## intercommunication.whatsappsession.routing-based-actions

**Default Value:** OneStepTransfer

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

**Changes Take Effect:** At next attempt to request conference

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

## intercommunication.whatsappsession.routing-based-targets

**Default Value:**

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

**Changes Take Effect:** At next attempt to request conference

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

## whatsappsession.attachment-filter

**Default Value:** jpg;jpeg;png;amr;aac:opus:pdf:doc:docx:ppt:pptx:xls:xlsx:mp4

**Valid Values:** Any valid file extension

**Changes Take Effect:** Immediately

Specifies the list, separated by a colon, of media file types that are permitted for outbound attachments.

## whatsappsession.attachment-max-size

**Default Value:** 10240

**Valid Values:** Any integer from 1 to 1048576

**Changes Take Effect:** Immediately

Specifies the maximum outbound attachment file size in KB.

## whatsappsession.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

Specifies whether WhatsApp interactions are answered automatically.

## whatsappsession.background-color-agent

**Default Value:** #FFF3F7FB

**Valid Values:** Color hexadecimal (#RRGGBB)

**Changes Take Effect:** After restart

Specifies the background color for agent messages.

## whatsappsession.background-color-agent.high-contrast

**Default Value:** #FF007E72

**Valid Values:** Color hexadecimal (#RRGGBB)

**Changes Take Effect:** After restart

Specifies the background color for agent messages for the HighContrast theme.

## whatsappsession.background-color-client

**Default Value:** #FFDBE5F4  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for client messages.

## whatsappsession.background-color-client.high-contrast

**Default Value:** #FF021A87  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for client messages for the HighContrast theme.

## whatsappsession.background-color-external

**Default Value:** #FFF5F5F5  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for external messages.

## whatsappsession.background-color-external.high-contrast

**Default Value:** #FF00766B  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart

Specifies the background color for external messages for the HighContrast theme.

## whatsappsession.background-color-sessioninfo

**Default Value:** #FFA0C89F  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Modified:** 9.1.002.07

Specifies the background color for session info messages.

## whatsappsession.background-color-sessioninfo.high-contrast

**Default Value:** #FF005000  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Modified:** 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme.

## whatsappsession.background-color-sessioninfo-other

**Default Value:** #FFD3D3D3  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Introduced:** 9.1.002.07

Specifies the background color for session info messages for other channels.

## whatsappsession.background-color-sessioninfo-other.high-contrast

**Default Value:** #FF000000  
**Valid Values:** Color hexadecimal (#RRGGBB)  
**Changes Take Effect:** After restart  
**Introduced:** 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme for other channels.

## whatsappsession.default-notification-id

**Default Value:**  
**Valid Values:** Any string  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.002.07

Specifies the default notification message ID.

## whatsappsession.default-notification-language

**Default Value:** en\_US  
**Valid Values:** Any valid language code described in the official WhatsApp documentation: <https://developers.facebook.com/docs/whatsapp/business-management-api/message-templates>  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.002.07



Specifies the default notification language.

## whatsappsession.default-notification-text

**Default Value:**

**Valid Values:** Any notification text with a single parameter

**Changes Take Effect:** Immediately

**Introduced:** 9.1.002.07

Specifies the default notification message text.

## whatsappsession.emojis-business-attribute

**Default Value:**

**Valid Values:** Any valid Business Attribute name

**Changes Take Effect:** At the next interaction

Specifies a valid name of a Business Attribute containing emojis.

## whatsappsession.enable-free-msg-timespan-monitoring

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

**Introduced:** 9.1.002.07

**Modified:** 9.1.003.04

Specifies if a free text message timespan should be enforced.

**Note:** If **whatsappsession.get-transcript-interactions** = false and **whatsappsession.enable-free-msg-timespan-monitoring**=true, the outbound WhatsApp messages are sent as HSM Notifications disregarding the **whatsappsession.free-msg-timespan** option's value.

## whatsappsession.focus-on-new-messages

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.1.007.07

Scroll down to the newest message automatically when a new message arrives.

## whatsappsession.font-size-text

**Default Value:** 15

**Valid Values:** Any integer from 10 to 50  
**Changes Take Effect:** Immediately

Specifies the font size for message text in the transcript.

## whatsappsession.free-msg-timespan

**Default Value:** 24  
**Valid Values:** Any integer from 1 to Int32.MaxValue  
**Changes Take Effect:** At the next interaction  
**Introduced:** 9.1.002.07

Specifies the number of hours from the last inbound message.

## whatsappsession.generic-thumbnail-height

**Default Value:** 50  
**Valid Values:** Any integer from 1 to 1080  
**Changes Take Effect:** Immediately

Specifies the thumbnail height, in pixels, for all binary attachments other than images.

## whatsappsession.generic-thumbnail-width

**Default Value:** 50  
**Valid Values:** Any integer from 1 to 1920  
**Changes Take Effect:** Immediately

Specifies the thumbnail width, in pixels, for all binary attachments other than images.

## whatsappsession.get-transcript-interactions

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** At the next interaction

Specifies whether the main interaction window shows transcripts of past interactions with the contact.

## whatsappsession.image-thumbnail-height

**Default Value:** 100

**Valid Values:** Any integer from 1 to 1080  
**Changes Take Effect:** Immediately

Specifies the thumbnail height, in pixels, for all image attachments.

## whatsappsession.image-thumbnail-width

**Default Value:** 200  
**Valid Values:** Any integer from 1 to 1920  
**Changes Take Effect:** Immediately

Specifies the thumbnail width, in pixels, for all image attachments.

## whatsappsession.location-map.browse.query

**Default Value:** <https://www.google.com/maps/search/?api=1&query={LATITUDE},{LONGITUDE}>  
**Valid Values:** Any valid url with {LATITUDE}, {LONGITUDE} placeholders  
**Changes Take Effect:** At the next message  
**Introduced:** 9.1.003.04

Url that will be opened when Agent clicks on the location link

## whatsappsession.location-map.preview.height

**Default Value:** 200  
**Valid Values:** Any integer from 1 to 1080  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.003.04

Specifies the thumbnail height, in pixels, for all the location map preview images.

## whatsappsession.location-map.preview.query

**Default Value:**  
**Valid Values:** Any valid url that points to an image with {LATITUDE}, {LONGITUDE}, {HEIGHT}, {WIDTH} placeholders  
**Changes Take Effect:** At the next message  
**Introduced:** 9.1.003.04

Url to a map image that will be shown as location preview

## whatsappsession.location-map.preview.width

**Default Value:** 400

---

**Valid Values:** Any integer from 1 to 1920  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.003.04

Specifies the thumbnail width, in pixels, for all the location map preview images.

## whatsappsession.max-text-message-size

**Default Value:** 4096  
**Valid Values:** Any integer from 1 to 2147483647  
**Changes Take Effect:** At the next interaction

Specifies the maximum size of the message in bytes.

## whatsappsession.message-delay-timespan

**Default Value:** 30  
**Valid Values:** Any nonnegative integer  
**Changes Take Effect:** Immediately  
**Introduced:** 9.1.007.07

Specifies message delay timespan in seconds.

## whatsappsession.new-message-blinking

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** At the next interaction  
**Introduced:** 9.1.003.04

Specifies whether the interaction bar blinks on a new incoming message.

## whatsappsession.new-message-blinking-duration

**Default Value:** 0  
**Valid Values:** Any integer from 0 to 2147483647  
**Changes Take Effect:** At the next interaction  
**Introduced:** 9.1.003.04

Specifies the duration of blinking interaction bar on a new incoming message. 0 value is for infinite.

## whatsappsession.notification-timestamp-visible

**Default Value:** false  
**Valid Values:** true, false

**Changes Take Effect:** Immediately  
**Introduced:** 9.1.017.01

Specifies whether the notification message timestamp needs to be visible in transcript or not.

## whatsappsession.on-hold-queue

**Default Value:**

**Valid Values:** Any valid Interaction Queue script name

**Changes Take Effect:** At the next interaction attempt to put the chat in the queue

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the "Place chat on hold" button.

## whatsappsession.outbound-appname

**Default Value:**

**Valid Values:** Any valid application name

**Changes Take Effect:** At the next attempt to create a new outbound chat session

Specifies the application name of Digital Messaging Server that will be used to create an outbound chat session.

## whatsappsession.outbound-channel

**Default Value:**

**Valid Values:** Any valid application name

**Changes Take Effect:** At the next attempt to create a new outbound chat session

Specifies the channel name defined in the Digital Messaging Server application that will be used to create an outbound chat session.

## whatsappsession.outbound-itx-postprocessing-queue

**Default Value:**

**Valid Values:** Any valid Interaction Queue script name

**Changes Take Effect:** At the next interaction attempt to put the chat in the queue

**Introduced:** 9.1.002.07

Specifies the Interaction Queue where the outbound chat interaction is placed when the agent hits the "Done" button.

## whatsappsession.outbound-session-config

**Default Value:**

**Valid Values:** Any valid JSON object string

**Changes Take Effect:** Immediately

**Introduced:** 9.1.006.17

JSON object string containing a list of channels to be used for outbound sessions in other media interactions.

## whatsappsession.pending-response-to-customer

**Default Value:** 30,50

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

**Changes Take Effect:** At the next interaction

Defines 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.

## whatsappsession.reconnect-attempts

**Default Value:** 5

**Valid Values:** Any nonnegative integer

**Changes Take Effect:** Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

## whatsappsession.reconnect-timeout

**Default Value:** 10

**Valid Values:** Any nonnegative integer

**Changes Take Effect:** Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of a connection loss.

## whatsappsession.response-wait-time

**Default Value:** 10000

**Valid Values:** Any positive integer

**Changes Take Effect:** Immediately

**Introduced:** 9.1.002.07

Specifies the timeout, in milliseconds, for waiting for a response from the remote server.

## whatsappsession.send-message-on-enter-press

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.1.006.17

Specifies that outbound message will be sent when the Enter key is pressed.

## whatsappsession.show-cross-channel-messages

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

**Introduced:** 9.1.002.07

Specifies whether the main interaction window shows transcripts of past interactions with the contact and other channels.

## whatsappsession.show-system-messages-in-history

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

Specifies whether system messages (such as joined/left session, error messages, etc.) are shown when displaying previous chat sessions.

## whatsappsession.toast-information-key

**Default Value:** Subject

**Valid Values:** Any valid attached data key name

**Changes Take Effect:** Immediately

Specifies whether the information area is displayed in the WhatsApp interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

## whatsappsession.transcript-interactions-count

**Default Value:** 1

**Valid Values:** Any integer from 1 to 1000

**Changes Take Effect:** At the next interaction

Specifies the number of previous chat sessions that are shown when the agent clicks "See older messages...".

## whatsappsession.two-step-attachment-upload

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.1.007.07

Enable two-step attachment upload.

## whatsappsession.url-regex

**Default Value:** ((http|https|ftp)\:VV)?[a-zA-Z0-9\-\.\+\.][a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\+\.]?)?([a-zA-Z0-9\-\.\+\.]|\\|'|\\"|\\+|&|%|\\$|#|!|=|~|\\(|\\*:|)]\*)

**Valid Values:** Any valid regular expression

**Changes Take Effect:** Immediately

**Modified:** 9.1.014.03

Specifies the regular expression for identifying URL links.

## whatsappsession.use-separate-chat-session-check

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

**Introduced:** 9.1.018.04

Turning on or off specific mode of management of outbound chat session creation. Use this option along with driver setting **separate-chat-session** = true.