



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

12/14/2025

interaction-workspace Section

- display-format.interaction-facebook-name
- display-format.interaction-rss-name
- display-format.interaction-twitter-name
- facebook.auto-answer
- facebook.check-possible-actions
- facebook.comments-order-direction
- facebook.comments-pagination-size
- facebook.default-queue
- facebook.disable-attachment-preloading
- facebook.font-name
- facebook.font-size
- facebook.hashtag-regex
- facebook.image-attachment-max-size
- facebook.outbound-interaction-creation-mode
- facebook.outbound-queue
- facebook.prompt-for-done
- facebook.response-wait-time
- facebook.subject-max-chars
- facebook.text-flow-type
- facebook.toast-information-key
- facebook.ucs-timeout
- facebook.url-regex
- facebook.use-esp-broadcast
- facebook.video-attachment-max-size
- facebook.webclient-user-agent
- facebook.webproxy-mode
- facebookprivatemessage.default-queue
- facebookprivatemessage.hashtag-regex
- facebookprivatemessage.outbound-queue
- facebookprivatemessage.response-wait-time
- facebookprivatemessage.subject-max-chars
- facebookprivatemessage.url-regex
- facebooksession.auto-answer
- facebooksession.background-color-agent
- facebooksession.background-color-client
- facebooksession.background-color-client-structured
- facebooksession.background-color-error
- facebooksession.background-color-external
- facebooksession.delayed-time
- facebooksession.enter-send-pm
- facebooksession.font-size-text
- facebooksession.generic-thumbnail-height
- facebooksession.generic-thumbnail-width
- facebooksession.get-transcript-interactions
- facebooksession.image-thumbnail-height
- facebooksession.image-thumbnail-width
- facebooksession.max-chars
- facebooksession.outbound-attachment-max-size
- facebooksession.outbound-nonimage-attachment-max-size
- facebooksession.reconnect-attempts
- facebooksession.reconnect-timeout
- facebooksession.response-wait-time
- facebooksession.show-system-messages-in-history
- facebooksession.toast-information-key
- facebooksession.transcript-interactions-count
- facebooksession.url-regex
- interaction-bar.quick-access-modes.facebook
- interaction-bar.quick-access-modes.facebookprivatemessage
- interaction-bar.quick-access-modes.facebooksession
- interaction-bar.quick-access-modes.rss
- interaction-bar.quick-access-modes.twitter
- intercommunication.facebook.queue

- 3

- workbin.facebook.in-progress
- workbin.facebookprivatemessage.draft
- workbin.twitter.draft
- workbin.twitter.in-progress
- workbin.twitterdirect.draft
- workbin.twitterdirect.in-progress

display-format.interaction-facebook-name

Default Value: \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values: A string that contains a compilation of characters and field codes.

Changes Take Effect: At the next interaction

This option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window.

display-format.interaction-rss-name

Default Value: \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values: A string that contains a compilation of characters and field codes.

Changes Take Effect: At the next interaction

This option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window.

display-format.interaction-twitter-name

Default Value: \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values: A string that contains a compilation of characters and field codes.

Changes Take Effect: At the next interaction

This option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window.

facebook.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether Facebook interactions are (true) or are not (false) answered automatically.

facebook.check-possible-actions

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the plugin checks for the possibility of sending comments, replies, like and hide features

facebook.comments-order-direction

Default Value: ASC

Valid Values: ASC or DESC.

Changes Take Effect: At the next interaction

Specifies the order that comments are shown in, top to bottom.

facebook.comments-pagination-size

Default Value: 10

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the number of comments (a) shown initially and (b) added when 'show more' is clicked.

facebook.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

facebook.disable-attachment-preloading

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies disabling of attachments preloading from UCS.

facebook.font-name

Default Value: *font name*

Valid Values: Valid font name.

Changes Take Effect: At the next interaction

Font name used to display emojis in inbound interactions and in emoji picker.

facebook.font-size

Default Value: 14

Valid Values: Any valid integer

Changes Take Effect: At the next interaction

Font size used to display emojis in inbound interactions and in emoji picker.

facebook.hashtag-regex

Default Value: (?: (?<=\s)|^)#(\w*[A-Za-z_]+\w*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

facebook.image-attachment-max-size

Default Value: 8192

Valid Values: Any valid integer from 1 to 8192

Changes Take Effect: Immediately

Introduced: 9.0.017.06

Sets the maximum file size for sending images in public Facebook messages (unsolicited posts and comment replies).

facebook.outbound-interaction-creation-mode

Default Value: default

Valid Values: default, on-reply-button

Changes Take Effect: At the next interaction

Administrators can control when an outbound Facebook interaction must be created. For example, an agent can create an outbound interaction after clicking **Send** or after clicking **Comment**.

facebook.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

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

facebook.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

facebook.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

facebook.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the Subject field.

facebook.text-flow-type

Default Value: auto

Valid Values: auto or leftside or rightside

Changes Take Effect: At the next interaction

Specifies the flow of text representation. Possible values: auto - automatic detection of text flow type based on text characters, leftside - forcibly move text to left, rightside - forcibly move text to right

facebook.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 Facebook Messenger 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.

facebook.ucs-timeout

Default Value: 60

Valid Values: Any valid integer from 10 to 180

Changes Take Effect: Immediately

Specifies the timeout (in seconds) to connection to UCS.

facebook.url-regex

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

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Modified: 9.0.012.51

Regular expression for identifying url links

facebook.use-esp-broadcast

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the ESP request GetChannelsDescription is sent in broadcast mode.

facebook.video-attachment-max-size

Default Value: 25600

Valid Values: Any valid integer from 1 to 25600

Changes Take Effect: Immediately

Introduced: 9.0.017.06

Sets the maximum file size for sending videos in public Facebook messages (unsolicited posts and comment replies).

facebook.webclient-user-agent

Default Value: Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36

Valid Values: Valid user agent

Changes Take Effect: At start/restart

Specifies the user agent header value that internal web client uses for sending of HTTP(s) requests

facebook.webproxy-mode

Default Value: none

Valid Values: none, auto, manual

Changes Take Effect: At start/restart

Allows administrators to configure the proxy mode for Facebook public interactions. none—The proxy mode is disabled (default value). auto—The plugin reads Windows settings related to proxy and uses them. Use 'auto' in case of proxy without authorization. manual—The plugin reads proxy configuration such as webproxy.address, webproxy.username, and webproxy.password from the WDE configuration.

facebookprivatemessage.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

facebookprivatemessage.hashtag-regex

Default Value: (?: (?<=\\s)|^)#(\\w*[A-Za-z_]+\\w*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

facebookprivatemessage.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

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

facebookprivatemessage.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

facebookprivatemessage.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the Subject field.

facebookprivatemessage.url-regex

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

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Modified: 9.0.012.51

Regular expression for identifying URLs.

facebooksession.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether FacebookSession interactions are (true) or are not (false) answered automatically.

facebooksession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for agent messages.

facebooksession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client messages.

facebooksession.background-color-client-structured

Default Value: #F9E8CE

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client structured messages.

facebooksession.background-color-error

Default Value: #FFFF6347

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for error messages.

facebooksession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for external messages.

facebooksession.delayed-time

Default Value: 60

Valid Values: Any valid integer

Changes Take Effect: At the next interaction

Specifies the delay time (in seconds) for showing the message originated time as the time of interaction to agents in WDE. When the difference between the message origination time and message arrival time exceeds the time configured in the **facebooksession.delayed-time** option, agents are shown the message originated time instead of the message arrival time. Otherwise, agents will see the message arrival time as the time of interaction.

facebooksession.enter-send-pm

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether hitting Enter does (true) or does not (false, the default) have the effect of sending a Private Message that is being composed.

facebooksession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: Immediately

Font size for message text in transcript.

facebooksession.generic-thumbnail-height

Default Value: 40

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies attachment icon height in transcript view of facebooksession.

facebooksession.generic-thumbnail-width

Default Value: 40

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies attachment icon width in transcript view of facebooksession.

facebooksession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether the main interaction window does (true) or does not (false) show transcripts of past interactions with the contact.

facebooksession.image-thumbnail-height

Default Value: 150

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies thumbnail height in transcript view of facebooksession.

facebooksession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies thumbnail width in transcript view of facebooksession.

facebooksession.max-chars

Default Value: 2000

Valid Values: Any valid integer from 100 to 2000

Changes Take Effect: Immediately

Specifies the max length of the message in chars - from 100 to 2000.

facebooksession.outbound-attachment-max-size

Default Value: 8192

Valid Values: Any valid integer from 1 to 8192

Changes Take Effect: Immediately

Introduced: 9.0.017.06

Sets the maximum file size for sending images in Facebook private messages.

facebooksession.outbound-nonimage-attachment-max-size

Default Value: 25600

Valid Values: Any valid integer from 1 to 25600

Changes Take Effect: Immediately

Introduced: 9.0.017.06

Sets the maximum file size for sending files other than images in Facebook private messages.

facebooksession.reconnect-attempts

Default Value: 5

Valid Values: Any non-negative integer

Changes Take Effect: Immediately

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

facebooksession.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 connection loss.

facebooksession.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

facebooksession.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, and so on) are (true) or are not (false) shown when displaying previous chat sessions.

facebooksession.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 FacebookSession 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.

facebooksession.transcript-interactions-count

Default Value: 20

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

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

facebooksession.url-regex

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

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Modified: 9.0.012.51

Regular expression for identifying URLs.

interaction-bar.quick-access-modes.facebook

Default Value: Pinned

Valid Values:

Changes Take Effect: At the next interaction

Specifies whether interaction windows are docked or undocked.

interaction-bar.quick-access-modes.facebookprivatemessage

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

interaction-bar.quick-access-modes.facebooksession

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

interaction-bar.quick-access-modes.rss

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

interaction-bar.quick-access-modes.twitter

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

intercommunication.facebook.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.facebook.routing-base-actions

Default Value:

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

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.facebook.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 the next interaction

Use this option as a template for any specific workitem media type to define 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.

intercommunication.facebooksession.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.facebooksession.routing-base-actions

Default Value: OneStepTransfer

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

OneStepTransfer.

Changes Take Effect: At the next interaction

Introduced: 9.0.012.42

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.facebooksession.routing-based-targets

Default Value:

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

Changes Take Effect: At the next interaction

Introduced: 9.0.012.42

Use this option as a template for any specific workitem media type to define 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.

intercommunication.rss.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.rss.routing-base-actions

Default Value:

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

OneStepTransfer.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.rss.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 the next interaction

Use this option as a template for any specific workitem media type to define 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.

intercommunication.twitter.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.twitter.routing-base-actions

Default Value:

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

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.twitter.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 the next interaction

Use this option as a template for any specific workitem media type to define 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.

intercommunication.twitterdirect.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.twitterdirect.routing-base-actions

Default Value:

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

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.twitterdirect.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 the next interaction

Use this option as a template for any specific workitem media type to define 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.

keyboard.shortcut.interaction.facebook.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook interaction.

keyboard.shortcut.interaction.facebook-pm.delete

Default Value: Ctrl+Shift+D

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to cancel facebook PM interaction.

keyboard.shortcut.interaction.facebook-pm.move-to-

workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook PM interaction.

keyboard.shortcut.interaction.facebook-pm.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer facebook PM interaction.

keyboard.shortcut.interaction.facebook.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer Facebook interaction.

keyboard.shortcut.interaction.facebookoutbound.delete

Default Value: Ctrl+Shift+D

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to cancel facebook outbound interaction.

keyboard.shortcut.interaction.facebookoutbound.move-

to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook outbound interaction.

keyboard.shortcut.interaction.facebookoutbound.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer facebook outbound interaction.

keyboard.shortcut.interaction.facebooksession.disconnect

Default Value: Ctrl+Shift+D

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to disconnect facebook session.

keyboard.shortcut.interaction.facebooksession.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook session interaction.

keyboard.shortcut.interaction.facebooksession.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer facebook session interaction.

keyboard.shortcut.interaction.twitter.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin twitter interaction.

keyboard.shortcut.interaction.twitter.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer twitter interaction.

keyboard.shortcut.interaction.twitterdirect.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin twitterdirect interaction.

keyboard.shortcut.interaction.twitterdirect.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer twitter direct interaction.

keyboard.shortcut.interaction.twitteroutbound.delete

Default Value: Ctrl+Shift+D

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to cancel twitter outbound interaction.

keyboard.shortcut.interaction.twitteroutbound.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin twitter outbound interaction.

keyboard.shortcut.interaction.twitteroutbound.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only 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: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer twitter outbound interaction.

log.filter-data._facebookPictureBody

Default Value: skip

Valid Values:

Changes Take Effect: At start/restart

Specifies whether the value of _facebookPictureBody in attached data is printed in log files.

rss.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether RSS interactions are (true) or are not (false) answered automatically.

rss.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

rss.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

rss.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 RSS 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.

rss.url-regex

Default Value: ((http|https|ftp)\:\\V)?[a-zA-Z0-9\\-\\.][a-zA-Z]{2,3}(\\:[a-zA-Z0-9\\-\\._\\?\\,\\'\\\"\\\\\\+\\&\\%\\\$\\#\\!\\=\\~\\|\\(*\\:~])*\n**Valid Values:** Valid regular expression\n**Changes Take Effect:** Immediately\n**Modified:** 9.0.012.48

Regular expression for identifying URLs.

socialmedia-tls-enabled

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

Specifies whether TLS encryption is enabled (true) or not (false).

twitter.auto-answer

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

Specifies whether Twitter interactions are (true) or are not (false) answered automatically.

twitter.default-queue

Default Value: *queue name*\n**Valid Values:** Valid queue name.\n**Changes Take Effect:** At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

twitter.direct-message-disable-reply

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

Disables (true) or enables (false, the default) the Reply and Replay All buttons in Direct Message

tweets.

twitter.disable-attachment-preloading

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether to disable the attachments preloading from UCS or not. This option is specific to Twitter public message interactions. The value 'true' disables attachment preloading and the value 'false' enables attachment preloading.

twitter.emojis-business-attribute

Default Value:

Valid Values: Any valid business attribute name.

Changes Take Effect: At the next interaction

Valid Name of Business Attribute containing emojis.

twitter.font-name

Default Value: *font name*

Valid Values: Valid font name.

Changes Take Effect: At the next interaction

Font name used to display emojis in inbound interactions and in emoji picker.

twitter.font-size

Default Value: 14

Valid Values: Any valid integer

Changes Take Effect: At the next interaction

Font size used to display emojis in inbound interactions and in emoji picker.

twitter.hashtag-regex

Default Value: (?: (?<=\s)|^)#(\w*[A-Za-z_]+\w*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

twitter.image-attachment-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Number of characters that are used toward allotment of the maximum number of characters allowed for a tweet. When an agent adds a picture to a tweet, this number of characters is added to the total number of the characters the agent has typed in the tweet text.

twitter.image-attachment-max-size

Default Value: 5120

Valid Values: Any integer from 1 to 5120

Changes Take Effect: Immediately

Introduced: 9.0.017.06

Sets the maximum image size for Twitter public replies.

twitter.max-chars

Default Value: 140

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the maximum number of characters allowed per tweet.

twitter.mention-regex

Default Value: @(\w+)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights mentions and makes them clickable.

twitter.outbound-attachment-filter

Default Value: Image files|*.jpeg;*.jpg;*.png;*.gif

Valid Values: Valid filter dialog string in format: Filter name|*.extension1;*.extension2

Changes Take Effect: At the next interaction

Introduced: 9.0.017.06

Opens file dialog filter string with list of extensions, which can be used as an attachment.

twitter.outbound-interaction-creation-mode

Default Value: default

Valid Values: default, on-reply-button

Changes Take Effect: At the next interaction

Administrators can control when an outbound Twitter or TwitterDirect interaction must be created. For example, an agent can create an outbound interaction after clicking **Send** or after clicking **Reply**.

twitter.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

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

twitter.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

twitter.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

twitter.sentmessages-image-max-height

Default Value: 60

Valid Values: Any integer from 50 to 1000

Changes Take Effect: Immediately

Specifies the maximum height, in pixels, of attached images in the History pane.

twitter.shortened-url-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Twitter replaces all URLs in the outbound message text with shortened URLs. This option specifies the length, in characters, of this shortened URL.

twitter.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the Subject field.

twitter.text-flow-type

Default Value: auto

Valid Values: auto, leftside, rightside

Changes Take Effect: At the next interaction

Introduced: 9.0.017.06

Allows users to change alignment of chat text. The default value, auto, aligns text automatically based on the text language.

twitter.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 Twitter 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.

twitter.ucs-timeout

Default Value: 60

Valid Values: Any valid integer from 10 to 180

Changes Take Effect: Immediately

Specifies the timeout (in seconds) to connection to UCS.

twitter.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\-\.\+]?V)?([a-zA-Z0-9\-\.\+]?V\|\\+|&|%\\$|#|\\!|=|~|\\)(*|:|)]*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Modified: 9.0.012.51

Regular expression for identifying Twitter interaction url links

twitter.use-check-candm

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the plugin checks for the possibility of sending direct messages or not. If the option is set to 'true', the plugin checks the friendship status of the Twitter recipient before sending the direct message. Therefore, the message is always delivered successfully. If the option is set to 'false', the plugin sends the direct message without checking the friendship status of the Twitter recipient.

twitter.use-esp-broadcast

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the ESP request GetChannelsDescription is sent in broadcast mode.

twitter.webclient-user-agent

Default Value: Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36

Valid Values: Valid user agent

Changes Take Effect: At start/restart

Specifies the user agent header value that internal web client uses for sending of HTTP(s) requests

twitterdirect.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether TwitterDirect interactions are (true) or are not (false) answered automatically.

twitterdirect.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

twitterdirect.direct-message-disable-reply

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Disables (true) or enables (false, the default) the Reply and Reply All buttons in Direct Message tweets.

twitterdirect.direct-message-max-chars

Default Value: 1000

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the maximum number of characters allowed per message.

twitterdirect.disable-attachment-preloading

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies disabling of attachments preloading from UCS.

twitterdirect.hashtag-regex

Default Value: (?:(?<=\s)|^)#(\w*[A-Za-z_]+\w*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

twitterdirect.mention-regex

Default Value: @(\w+)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights mentions and makes them clickable.

twitterdirect.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

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

twitterdirect.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

twitterdirect.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

twitterdirect.sentmessages-image-max-height

Default Value: 60

Valid Values: Any integer from 50 to 1000

Changes Take Effect: Immediately

Specifies the maximum height, in pixels, of attached images in the History pane.

twitterdirect.shortened-url-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Twitter replaces all URLs in the outbound message text with shortened URLs. This option specifies the length, in characters, of this shortened URL.

twitterdirect.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 TwitterDirect 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.

twitterdirect.url-regex

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

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Modified: 9.0.012.51

Regular expression for identifying TwitterDirect interaction URLs.

twitterdirect.use-esp-broadcast

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the ESP request GetChannelsDescription is sent in broadcast mode.

workbin.facebook.draft

Default Value: Facebook Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft Facebook interactions.

workbin.facebook.in-progress

Default Value: Facebook Workbin InProgress

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is to be used to store inbound Facebook posts for later processing, after an agent explicitly saves the Facebook post or submits an outbound reply.

workbin.facebookprivatemessage.draft

Default Value: Facebook Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft Facebook PM interactions.

workbin.twitter.draft

Default Value: Twitter Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft Twitter posts.

workbin.twitter.in-progress

Default Value: Twitter Workbin InProgress

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is to be used to store inbound Twitter posts for later processing, after an agent explicitly saves the Twitter post or submits an outbound reply.

workbin.twitterdirect.draft

Default Value: Twitter Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft TwitterDirect interactions.

workbin.twitterdirect.in-progress

Default Value: Twitter Workbin InProgress

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is to be used to store inbound TwitterDirect interactions for later processing, after an agent explicitly saves the Twitter post or submits an outbound reply.