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Workspace Desktop Edition

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The majority of **Workspace configuration options** are configured in the **interaction-workspace** section. This is a section that you create in the annex of the object to which you want to apply the option. Most of these options can be configured **hierarchically** at the Application, Tenant, Agent Group, or User level; some can be configured on other objects such as DNs, skills, and switches. For more information about using Workspace configuration options, refer to **Introduction to Configuration Options**.

The **KPI section**, **Statistics section**, and **Not Ready Reason Codes** objects are not included in this option reference.

The values specified for many options can also be **overridden by Routing Strategies** that reference Transaction objects.

Workspace options are grouped by functionality. The first word in the name of the option indicates the functional area to which the option belongs. For example, the option `chat.emojis-business-attribute` is part of the **chat** functionality group. It enables you to specify the name of the **business attribute** that contains the **emojis** that agents enabled for the Chat channel can use in the Chat window. The options are named to help you know quickly what the option does.

The **Workspace Deployment Guide** contains topics specific to configuring options as a group to manage each functional area. For example, you can read about setting up the Chat channel in the **Chat** topic.

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

- **interaction-queue-presence**
- **interaction-workspace**
- **interaction-workspace Section**
- **queue-presence**
- **routing-point-presence**
- **TServer**

Tip

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

Power users: **Download a CSV file** containing default and valid values and descriptions.

The following options are configured on the Application, Tenant, Agent Group, User, or other object.

Section	Option	Default	Changes Take Effect
interaction-queue-presence	<code>associated-object-ids</code>	No default value	When the application is started or restarted
interaction-queue-presence	<code>associated-statistic-type</code>	No default value	When the application is started or restarted
interaction-queue-presence	<code>error-level</code>	10	When the application is started or restarted.
interaction-queue-presence	<code>object-ids</code>	No default value	When the application is started or restarted
interaction-queue-presence	<code>statistic-name</code>		When the application is started or restarted.
interaction-queue-presence	<code>statistic-text</code>	interaction(s) waiting.	When the application is started or restarted.
interaction-queue-presence	<code>warning-level</code>	5	When the application is started or restarted.
interaction-workspace	<code><media-type>.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code><media-type>.auto-answer.enable-reject</code>	false	At the next interaction.
interaction-workspace	<code><media-type>.auto-answer.timer</code>	0	At the next interaction.
interaction-workspace	<code><media-type>.contact-history.enable-combine-interaction-with-current</code>	true	Immediately.
interaction-workspace	<code><media-type>.contact-history.enable-combine-ixn-with-current</code>	true	Immediately.
interaction-workspace	<code><media-type>.prompt-for-done</code>	false	At the next interaction.
interaction-workspace	<code><media-type>.pull-from-history-isenabled</code>	false	Immediately.
interaction-workspace	<code><media-type>.ringing-bell</code>	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code><media-type>.toast-information-key</code>	Subject	At the next interaction.
interaction-workspace	<code>accessibility.agent-state-change-bell</code>		At the next interaction.
interaction-workspace	<code>accessibility.disable-hyperlinks</code>	false	The next time an interaction containing a hyperlink is displayed.
interaction-workspace	<code>accessibility.focus-on-interaction-toast</code>	false	At the next interaction.
interaction-workspace	<code>accessibility.interaction-state-change-bell</code>		At the next interaction.
interaction-workspace	<code>accessibility.visual-</code>	false	When the application is
Section	Option	Default	Changes Take Effect

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Section	Option	Default	Changes Take Effect
interaction-workspace	<code>broadcast.enable-removal-priority</code>	Important	At next access to a message.
interaction-workspace	<code>broadcast.mark-read-timeout</code>	5	When the application is started or restarted.
interaction-workspace	<code>broadcast.message-content</code>	Subject,Sender,Priority,Date,Topic,Body	At the next message.
interaction-workspace	<code>broadcast.preview-timeout</code>	10	At the next message.
interaction-workspace	<code>broadcast.sound.high-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.important-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.low-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.minimal-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.normal-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.subscribed.topics</code>	All,\$Agent\$, \$AgentGroups\$	When the application is started or restarted.
interaction-workspace	<code>broadcast.system-messages-auto-mark-read</code>	true	At next change of counter value.
interaction-workspace	<code>broadcast.toast-summary</code>	Sender, Priority,Subject,FewWords	At the next message.
interaction-workspace	<code>broadcast.value-business-attribute</code>		When the application is started or restarted.
interaction-workspace	<code>callback.callback-information.content</code>	DesiredTime, Type, Number, Instructions	At the next interaction.
interaction-workspace	<code>callback.callback-information.frame-color</code>	1. FF17849D	At the next interaction.
interaction-workspace	<code>callback.callback-information.header-foreground-color</code>	#FFFFFFFF	At the next interaction.
interaction-workspace	<code>callback.callback-types-business-attribute</code>		At the next interaction.
interaction-workspace	<code>callback.gms-url</code>		At next callback request.
interaction-workspace	<code>callback.ringing-bell</code>	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code>case-data.float-separator</code>		Immediately.
interaction-workspace	<code>channel-</code>	\$Window.Title\$	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	information.window-title		
interaction-workspace	chat.agent.prompt-color	#FF2E6599	Immediately.
interaction-workspace	chat.agent.text-color	#FF3D464D	Immediately.
interaction-workspace	chat.attachment-download-timeout	20	Immediately.
interaction-workspace	chat.auto-answer	false	At the next interaction.
interaction-workspace	chat.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	chat.auto-answer.timer	0	At the next interaction.
interaction-workspace	chat.auto-mark-done-non-owner-agent	false	Immediately
interaction-workspace	chat.auto-mark-done-non-owner-agent.timer	0	Immediately
interaction-workspace	chat.auto-mark-done-owner-agent	false	Immediately
interaction-workspace	chat.auto-mark-done-owner-agent.timer	0	Immediately
interaction-workspace	chat.client.prompt-color	#FFAF4F0B	Immediately.
interaction-workspace	chat.client.text-color	#FF3D464D	Immediately.
interaction-workspace	chat.emojis-business-attribute		At the next interaction.
interaction-workspace	chat.enable-auto-disconnect	true	At the next interaction.
interaction-workspace	chat.historical.maximum-age	0	At the next interaction.
interaction-workspace	chat.max-attachments-files	0	At the next interaction.
interaction-workspace	chat.max-attachments-size	0	At the next interaction.
interaction-workspace	chat.max-file-size	0	At the next interaction.
interaction-workspace	chat.new-message-bell		Immediately
interaction-workspace	chat.nickname	\$Agent.UserName\$	At the next interaction.
interaction-workspace	chat.on-hold-queue	No default value	At the next attempt to put a chat in a queue.
interaction-workspace	chat.other-agent.prompt-color	#FF295B00	Immediately.
interaction-workspace	chat.other-agent.text-color	#FF3D464D	Immediately.
interaction-workspace	chat.pending-response-to-customer	30,50	At the next interaction.
interaction-workspace	chat.pending-response-to-customer-bell		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	chat.prompt-for-end	false	At the next interaction.
interaction-workspace	chat.reconnect-attempts	5	At the next interaction.
interaction-workspace	chat.reconnect-timeout	10	At the next interaction.
interaction-workspace	chat.rich-media-widget-width	300	At the next interaction.
interaction-workspace	chat.ringing-bell	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	chat.show-attachment-image-thumbnail	never	At the next interaction.
interaction-workspace	chat.show-unread-notification	true	At the next sent message.
interaction-workspace	chat.simple-transcript	false	At the next interaction.
interaction-workspace	chat.system.text-color	#FF8C8C8C	Immediately.
interaction-workspace	chat.time-stamp	true	Immediately.
interaction-workspace	chat.toast-information-key	Subject	At the next interaction.
interaction-workspace	chat.transcript-enable-history-filters	false	At the next interaction.
interaction-workspace	chat.transcript-message-text-direction	ltr	At the next interaction.
interaction-workspace	chat.typing-isenabled	true	At the next interaction.
interaction-workspace	chat.typing-timeout	10	At the next interaction.
interaction-workspace	chatserver.addp.local-timeout	0	At the next interaction.
interaction-workspace	chatserver.addp.remote-timeout	0	At the next interaction.
interaction-workspace	chatserver.addp.trace-mode	off	At the next interaction.
interaction-workspace	chatserver.ip-version	auto	At the next interaction.
interaction-workspace	chatserver.tls-mutual	false	When the application is started or restarted.
interaction-workspace	contact.all-interactions-default-time-filter-main	1W	When the application is started or restarted.
interaction-workspace	contact.all-interactions-displayed-columns	Status,Subject,StartDate,EndDate	When the application is started or restarted.
interaction-workspace	contact.all-interactions-displayed-columns-treeview	Status,Subject,StartDate	When the application is started or restarted.
interaction-workspace	contact.all-interactions-quick-search-attributes	Subject	When the application is started or restarted.
interaction-workspace	contact.available-directory-page-sizes	5,10,25,50	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	contact.cache-timeout-delay	600	When the application is started or restarted.
interaction-workspace	contact.date-search-types	On,OnOrAfter,Before,Between	When the application is started or restarted.
interaction-workspace	contact.default-directory-page-size	10	When the application is started or restarted.
interaction-workspace	contact.directory-advanced-default	LastName,PhoneNumber	When the application is started or restarted.
interaction-workspace	contact.directory-auto-append-star-to-search	true	
interaction-workspace	contact.directory-default-mode	ListView	Immediately.
interaction-workspace	contact.directory-displayed-columns	LastName,FirstName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	contact.directory-enabled-modes	ListView,GridView	When the application is started or restarted.
interaction-workspace	contact.directory-permissions.<ContactAttributeName>		At the next contact search.
interaction-workspace	contact.directory-search-attributes	LastName,FirstName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	contact.directory-search-types	begins-with,is	When the application is started or restarted.
interaction-workspace	contact.displayed-attributes	Title,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	contact.editable-attributes	\$All\$	When the application is started or restarted.
interaction-workspace	contact.history-advanced-default	Status,StartDate	When the application is started or restarted.
interaction-workspace	contact.history-auto-append-star-to-search	true	At the next search
interaction-workspace	contact.history-custom-attribute-values.<attribute-name>		When the application is started or restarted.
interaction-workspace	contact.history-custom-attributes-search-types	is	When the application is started or restarted.
interaction-workspace	contact.history-default-time-filter-main	1M	When the application is started or restarted, or at the next interaction.
interaction-workspace	contact.history-displayed-columns	Status,Subject,StartDate,EndDate,OwnerId	When the application is started or restarted.
interaction-workspace	contact.history-displayed-columns-treeview	Status,Subject,StartDate	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	contact.history.filters- <attribute>		At the next contact search.
interaction-workspace	contact.history.highlight-current-interaction	false	At the next interaction
interaction-workspace	contact.history.media-filters	voice,email,chat,sms	When the application is started or restarted.
interaction-workspace	contact.history-quick-search-attributes	Subject	When the application is started or restarted.
interaction-workspace	contact.history-search-attribute-group. <group-name>		When the application is started or restarted.
interaction-workspace	contact.history-search-attributes	Status,StartDate,EndDate,Subject	When the application is started or restarted.
interaction-workspace	contact.history.voice-detail-attributes	Date,Contact,PhoneNumber,Duration	When the application is started or restarted.
interaction-workspace	contact.last-called-agent.enable	true	Immediately.
interaction-workspace	contact.last-called-agent.<media-type>.enable	true	Immediately.
interaction-workspace	contact.lookup.auto-assign-mode	true	At the next interaction
interaction-workspace	contact.lookup.enable	true	Immediately.
interaction-workspace	contact.lookup.enable-create-contact	true	Immediately.
interaction-workspace	contact.lookup.voice.use-dialed-phone-number	false	When the application is started or restarted.
interaction-workspace	contact.lookup.<media-type>.auto-assign-mode	true	
interaction-workspace	contact.lookup.<media-type>.enable	true	Immediately.
interaction-workspace	contact.lookup.<media-type>.enable-create-contact	true	Immediately.
interaction-workspace	contact.mandatory-attributes	FirstName,LastName	When the application is started or restarted.
interaction-workspace	contact.metrics.enable-interactions-in-progress	true	When the application is started or restarted.
interaction-workspace	contact.metrics.time-frame-customer-notification	1	When the application is started or restarted.
interaction-workspace	contact.multi-value-attribute-display.<contact-	Value, Description	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>attribute></code>		
interaction-workspace	<code>contact.multiple-value-attributes</code>	EmailAddress,PhoneNumber	When the application is started or restarted.
interaction-workspace	<code>contact.multiple-value-attributes-enable-default-description</code>	false	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-default-time-filter-main</code>	1W	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-displayed-columns</code>	Status,Subject,StartDate,EndDate	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-displayed-columns-treeview</code>	Status,Subject,StartDate	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-quick-search-attributes</code>	Subject	When the application is started or restarted.
interaction-workspace	<code>contact.threading-ucs-interaction.enable</code>	true	Immediately.
interaction-workspace	<code>contact.timeout-delay</code>	60	When the application is started or restarted.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-create</code>	true	Immediately.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-lookup</code>	true	Immediately.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.use-server-date</code>	false	When the application is started or restarted.
interaction-workspace	<code>dial-plan-rule-<name></code>		When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.auto-restore</code>	true	When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.disable-login-errors</code>	false	When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.enabled</code>	false	When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.eservices-random-delay-range</code>	5	When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.eservices-site</code>	No default value	
interaction-workspace	<code>disaster-recovery.peer-site</code>	DRPeer	When the application is started or restarted.
interaction-workspace	<code>disaster-</code>	Preferred	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	recovery.preferred-site		started or restarted
interaction-workspace	disaster-recovery.restore-agent-state	true	When the application is started or restarted.
interaction-workspace	disaster-recovery.timeout	60	When the application is started or restarted
interaction-workspace	disaster-recovery.wait-for-sipphone-timeout	0	When the application is started or restarted
interaction-workspace	display-format.acd-queue.name	\$ACDQueue.AnnexValues \$ACDQueue.DictionaryValues \$ACDQueue	Immediately.
interaction-workspace	display-format.action-code.name	\$ActionCode.AnnexValues \$ActionCode.DictionaryValues \$ActionCode	Immediately.
interaction-workspace	display-format.agent-group.name	\$AgentGroup.AnnexValues \$AgentGroup.DictionaryValues \$AgentGroup	Immediately.
interaction-workspace	display-format.agent-name	\$Agent.FullNames \$Agent.UserNames	Immediately.
interaction-workspace	display-format.business-attribute.name	\$BusinessAttribute.AnnexValues \$BusinessAttribute.DictionaryValues	Immediately.
interaction-workspace	display-format.caller-name	\$Contact.FirstNames\$ \$Contact.LastNames \$Interaction.MainParty\$	Immediately.
interaction-workspace	display-format.case-name-format	\$Contact.FirstNames\$ \$Contact.LastNames \$Interaction.MainParty\$	Immediately.
interaction-workspace	display-format.chat-agent-name	\$ChatAgent.FullNames \$ChatAgent.UserNames	Immediately.
interaction-workspace	display-format.chat-customer-name	\$Contact.FirstNames\$ \$Contact.LastNames \$Party.DisplayName\$	Immediately.
interaction-workspace	display-format.contact-name	\$Contact.FullName\$	Immediately.
interaction-workspace	display-format.current-agent-name	\$Agent.FullNames \$Agent.UserNames	Immediately.
interaction-workspace	display-format.customer-name-format	\$Contact.FirstNames\$ \$Contact.LastNames \$Party.DisplayName\$	Immediately.
interaction-workspace	display-format.field.name	\$Field.AnnexValues \$Field.DictionaryValues \$Field.Names\$	Immediately.
interaction-workspace	display-format.folder.name	\$Folder.AnnexValues \$Folder.DictionaryValues \$Folder.Names\$	Immediately.
interaction-workspace	display-format.interaction-callback-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastNames \$Interaction.MainParty\$)	Immediately.
interaction-workspace	display-format.interaction-chat-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastNames \$Interaction.MainParty\$)	Immediately.
interaction-workspace	display-	\$Interaction.Type\$	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	format.interaction-email-name	(\$Contact.FirstName\$ \$Contact.LastName\$ Interaction.MainParty\$)	
interaction-workspace	display-format.interaction-im-name	\$Interaction.Type\$ \$Interaction.MainParty\$	Immediately.
interaction-workspace	display-format.interaction-outbound-pull-preview-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ Interaction.MainParty\$)	Immediately.
interaction-workspace	display-format.interaction-outbound-push-preview-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ Interaction.MainParty\$)	Immediately.
interaction-workspace	display-format.interaction-queue.name	\$InteractionQueue.AnnexValues\$ InteractionQueue.DictionaryValues\$	When the application is started or restarted.
interaction-workspace	display-format.interaction-sms-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ Interaction.MainParty\$)	Immediately.
interaction-workspace	display-format.interaction-voice-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ Interaction.MainParty\$)	Immediately.
interaction-workspace	display-format.interaction-workitem-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ Interaction.MainParty\$)	Immediately.
interaction-workspace	display-format.outbound-record-name	\$OutboundRecord.PhoneType\$ - \$OutboundRecord.PhoneNumber\$	At the next interaction.
interaction-workspace	display-format.party-name-format	\$Party.DisplayName\$	Immediately.
interaction-workspace	display-format.routing-point.name	\$RoutingPoint.AnnexValues\$ RoutingPoint.DictionaryValues\$ RoutingPoint.DisplayName\$	Immediately.
interaction-workspace	display-format.skill.name	\$Skill.AnnexValues\$ Skill.DictionaryValues\$ Skill.Name\$	Immediately.
interaction-workspace	display-format.virtual-queue.name	\$VirtualQueue.AnnexValues\$ VirtualQueue.DictionaryValues\$ VirtualQueue.DisplayName\$	Immediately.
interaction-workspace	display-format.workbin.name	\$Workbin.AnnexValues\$ Workbin.DictionaryValues\$ Workbin.DisplayName\$	Immediately.
interaction-workspace	editor.font-size-units	point	At the next interaction.
interaction-workspace	editor.shortcuts.prefix	#	Immediately
interaction-workspace	editor.user-agent-http-header	Mozilla/4.0 (compatible; MSIE 7.0)	At next interaction.
interaction-workspace	email.attachment-download-timeout	20	Immediately.
interaction-workspace	email.auto-answer	false	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	email.auto-answer.enable-reject	false	At the next interaction
interaction-workspace	email.auto-answer.timer	0	At the next interaction.
interaction-workspace	email.can-change-text-direction	false	
interaction-workspace	email.default-queue		At the next interaction.
interaction-workspace	email.forward.enable-cc-addresses	false	At the next interaction.
interaction-workspace	email.forward.enable-instructions	false	At the next interaction.
interaction-workspace	email.forward.enable-multiple-to-addresses	false	At the next interaction.
interaction-workspace	email.forward-queue		Immediately.
interaction-workspace	email.from-addresses	\$EMAILSERVER\$	When the application is started or restarted.
interaction-workspace	email.from-addresses.force-default-on-reply	false	When the application is started or restarted.
interaction-workspace	email.html-format	true	At the next interaction.
interaction-workspace	email.include-original-text-in-reply	true	At the next interaction.
interaction-workspace	email.include-standard-response-subject-on-insert	false	At the next interaction.
interaction-workspace	email.inline-forward-prefix	Fwd:	Immediately.
interaction-workspace	email.inline-forward-queue		Immediately.
interaction-workspace	email.mandatory-subject	false	At next attempt to send an email.
interaction-workspace	email.max-attachments-size	0	At the next interaction.
interaction-workspace	email.move-inbound-to-in-progress-workbin-on-reply	false	At the next interaction.
interaction-workspace	email.outbound.copy-editable-case-data-in-inbound	false	At the next interaction.
interaction-workspace	email.outbound.editable-bcc-addresses	true	At the next interaction.
interaction-workspace	email.outbound.editable-cc-addresses	true	At the next interaction.
interaction-workspace	email.outbound.editable-to-addresses	true	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	email.outbound-queue		Immediately.
interaction-workspace	email.prompt-for-done	false	At the next interaction.
interaction-workspace	email.pull-from-history-isenabled	true	Immediately.
interaction-workspace	email.qa-review-dispositions-business-attribute		At the next interaction.
interaction-workspace	email.quote-char	>	Immediately.
interaction-workspace	email.quote-header	On <date>, <contact> wrote:	Immediately.
interaction-workspace	email.reply-copy-category-id	false	At the next interaction.
interaction-workspace	email.reply-format	auto	At the next interaction.
interaction-workspace	email.reply-prefix	Re:<SPACE>	Immediately.
interaction-workspace	email.resend-prefix	No default value	Immediately
interaction-workspace	email.restricted-attachment-file-types		At the next interaction.
interaction-workspace	email.ringing-bell	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	email.set-ownerid-on-send	true	At the next interaction.
interaction-workspace	email.signature		At the next interaction.
interaction-workspace	email.toast-information-key	Subject	At the next interaction.
interaction-workspace	eservices.disconnect-on-logout	false	When the application is started or restarted.
interaction-workspace	eservices.session-restore-mediatype	chat,email,sms	At the next interaction.
interaction-workspace	eservices.session-restore-timeout	0	At the next interaction.
interaction-workspace	expression.callable-phone-number	No default value	When the application is started or restarted
interaction-workspace	expression.email-address	\w+([-+.]\w+)*@\w+([-+.]\w+)*\.\w+([-+]\w+)*	At the next interaction.
interaction-workspace	expression.outbound-campaign-phone-number	^[\\(\\)\\-\\.\\+\\d\\s*#]*[\\d]+[\\(\\)\\-\\.\\+\\d\\s*#/*]*\$	At the next interaction.
interaction-workspace	expression.phone-number	(?:([+])?([\\d]{1,3})?:[]*[\\(\\-\\.])?([\\(\\)\\-\\.])?([\\d]{1,3})[\\(\\-\\.])?([+])?([\\d]{5,})	At the next interaction.
interaction-workspace	expression.phone-	0123456789#*	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>number.supported-characters</code>		
interaction-workspace	<code>expression.team-communicator-phone-number</code>	<code>^[\\(\\)-\\.\\+\\d\\s*#]*[\\d]+[\\(\\)-\\.\\+\\d\\s*#/*]*\$</code>	At the next use of Team Communicator.
interaction-workspace	<code>expression.url</code>	See description.	At the next interaction.
interaction-workspace	<code>gadget-statistics.displayed-call-center-statistics</code>		Immediately.
interaction-workspace	<code>gadget-statistics.displayed-kpis</code>		Immediately.
interaction-workspace	<code>gadget-statistics.nb-tagged-stats-per-page</code>	5	When the application is started or restarted.
interaction-workspace	<code>gadget-statistics.show</code>	true	When the application is started or restarted.
interaction-workspace	<code>gadget.window-title</code>	<code>\$Window.Title\$</code>	Immediately.
interaction-workspace	<code>general.configuration-agent-collection-loading-method</code>	read-objects	When the application is started or restarted.
interaction-workspace	<code>general.configuration-business-attribute-cache-preload</code>	No default value	When the application is started or restarted.
interaction-workspace	<code>general.configuration-business-attribute-folder-cache-preload</code>	No default value	When the application is started or restarted.
interaction-workspace	<code>general.configuration-object-collection-cache-path</code>	No default value	This option takes effect only when the option general.configuration-object-collection-cache-timeout is set to a value greater than 0.
interaction-workspace	<code>general.configuration-object-collection-cache-timeout</code>	0	When the application is started or restarted.
interaction-workspace	<code>general.configuration-transaction-cache-preload</code>		When the application is started or restarted.
interaction-workspace	<code>general.configuration-update-notification</code>	All	When the application is started or restarted.
interaction-workspace	<code>general.gad.attached-data</code>	false	At the next interaction.
interaction-workspace	<code>general.non-unicode-connection-encoding</code>		When the application is started or restarted
interaction-workspace	<code>general.restricted-attachment-file-content-types</code>	No default value	At the next attachment upload or download.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>general.writable-downloaded-attachment-file-types</code>	No default value	At next attachment download.
interaction-workspace	<code>gui.editor-zoom-range</code>	100	When the application is started or restarted.
interaction-workspace	<code>gui.emoji-font-name</code>	Segoe UI	At the next interaction.
interaction-workspace	<code>gui.magnification-factor</code>	normal	When the application is started or restarted.
interaction-workspace	<code>gui.themes</code>	Default,HighContrast,Blue,Royale,Fancy	When the application is started or restarted.
interaction-workspace	<code>im.agent.prompt-color</code>	#FF2E6599	Immediately.
interaction-workspace	<code>im.agent.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>im.auto-answer</code>	false	When the application is started or restarted.
interaction-workspace	<code>im.new-message-bell</code>		Immediately
interaction-workspace	<code>im.other-agent.prompt-color</code>	#FF295B00	Immediately.
interaction-workspace	<code>im.other-agent.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>im.prompt-for-end</code>	false	At the next interaction.
interaction-workspace	<code>im.ringing-bell</code>	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code>im.simple-transcript</code>	false	Immediately
interaction-workspace	<code>im.system.text-color</code>	#FF8C8C8C	Immediately.
interaction-workspace	<code>im.time-stamp</code>	true	Immediately.
interaction-workspace	<code>im.toast-timeout</code>	10	At the next interaction.
interaction-workspace	<code>interaction.auto-focus</code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction.auto-focus.<media-type></code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.allows-floating-transparency</code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.detail-tooltip.max-height</code>	164	Immediately.
interaction-workspace	<code>interaction-bar.enable-quick-access</code>	true	When application is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-auto-open</code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-auto-open.<media-type></code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.quick-</code>	Pinned,Floating	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	access-modes		
interaction-workspace	interaction-bar.quick-access-modes.<media-type>	Pinned,Floating	At the next interaction.
interaction-workspace	interaction.case-data.content	History,CaseData	At the next interaction.
interaction-workspace	interaction.case-data.email.mandatory-actions	Transfer, Forward	The next time an agent transfers and/or forwards an e-mail interaction.
interaction-workspace	interaction.case-data.enable-url-preview	false	At the next interaction.
interaction-workspace	interaction.case-data.format-business-attribute		At the next interaction
interaction-workspace	interaction.case-data.frame-color	#FF17849D	At the next interaction.
interaction-workspace	interaction.case-data.header-foreground-color	#FFFFFFF	At the next interaction.
interaction-workspace	interaction.case-data.is-read-only-on-idle	true	At the next interaction.
interaction-workspace	interaction.case-data.<media-type>.mandatory-actions		At the next interaction.
interaction-workspace	interaction.consult-user-data	public	Immediately.
interaction-workspace	interaction.disposition.display-mode	tree-view	When the application is started or restarted.
interaction-workspace	interaction.disposition.email.mandatory-actions		At the next interaction.
interaction-workspace	interaction.disposition.is-mandatory	false	Immediately.
interaction-workspace	interaction.disposition.is-read-only-on-idle	false	Immediately.
interaction-workspace	interaction.disposition.key-name	DispositionCode	Immediately.
interaction-workspace	interaction.disposition.use-attached-data	false	Immediately.
interaction-workspace	interaction.disposition.use-connection-id	true	Immediately.
interaction-workspace	interaction.disposition.value-business-attribute	DispositionCode	Immediately.
interaction-workspace	interaction.disposition.<media-		At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	type>.mandatory-actions		
interaction-workspace	interaction.evaluate-real-party-for-agent	true	When the application is started or restarted.
interaction-workspace	interaction.evaluate-real-party-for-agent.expression	,*	When the application is started or restarted.
interaction-workspace	interaction-management.available-interaction-page-sizes	5,10,25,50	When the application is started or restarted.
interaction-workspace	interaction-management.filters		When the application is started or restarted.
interaction-workspace	interaction-management.interactions-filter.displayed-columns	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	interaction-management.snapshot-timeout-delay	10	Immediately
interaction-workspace	interaction.override-option-key	IW_OverrideOptions	At the next interaction.
interaction-workspace	interaction.reject-route		At the next interaction.
interaction-workspace	interaction.unconditional-force-close	false	Immediately
interaction-workspace	interaction.window.popup-topmost-z-order	true	At the next interaction if the value is changed to 'true', or when the application is started or restarted if the value is changed to 'false'.
interaction-workspace	interaction.window.show-case-interaction-panel-button	true	At the next interaction.
interaction-workspace	interaction.window.show-in-taskbar	true	At the next interaction.
interaction-workspace	interaction.window-title	See the Description.	When the application is started or restarted.
interaction-workspace	interactions.window.allows-transparency-on-winos6	false	At the next interaction.
interaction-workspace	intercommunication.chat.conference.invite-timeout	30	At the next interaction.
interaction-workspace	intercommunication.chat.queue		At the next interaction.
interaction-workspace	intercommunication.chat.routing-based-actions		At the next interaction.
interaction-workspace	intercommunication.chat.routing-based-targets		At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	intercommunication.email.queue		At the next interaction.
interaction-workspace	intercommunication.email.routing-based-actions		At the next interaction.
interaction-workspace	intercommunication.email.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.im.routing-based-actions	MakeIM	When the application is started or restarted.
interaction-workspace	intercommunication.im.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.im.routing-points		At the next interaction.
interaction-workspace	intercommunication.sms.queue		At the next interaction.
interaction-workspace	intercommunication.sms.routing-based-actions	OneStepTransfer	At the next interaction.
interaction-workspace	intercommunication.sms.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.voice.routing-based-actions	MakeCall,OneStepConference,InitConference,OneStepTransfer,InitTransfer	At the next interaction.
interaction-workspace	intercommunication.voice.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.voice.routing-points		At the next interaction.
interaction-workspace	intercommunication.voicemail.enabled-target-types	Agent,AgentGroup	Immediately
interaction-workspace	intercommunication.voicemail.routing-points	No default value	Immediately
interaction-workspace	intercommunication.<media-type>.queue		At the next interaction.
interaction-workspace	intercommunication.<media-type>.routing-based-actions		At the next interaction.
interaction-workspace	intercommunication.<media-type>.routing-based-targets		At the next interaction.
interaction-workspace	keyboard.hotkey.agent-not-ready		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.agent-not-ready-with-reason.<action-code>		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.agent-ready		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.decrease-microphone-volume-active-sip-call		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.hotkey.decrease-speaker-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.hold-active-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.increase-microphone-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.increase-speaker-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.mute-microphone-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.mute-speaker-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.release-active-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.toaster.accept		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.toaster.decline		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.action.help	F1	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.campaign.get-record	Ctrl+Shift+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.contact.create-contact	Ctrl+A	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.contact.reset	Ctrl+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.contact.save	Ctrl+S	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.hamburger.open		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.add-attachments		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.conference		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.end		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.new	No default value	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.transfer		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.interaction.consult		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.add-attachments		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.cancelforward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.completeforward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.delete		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.forward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.inline-forward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.interim-send		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.print		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.put-back-to-origin-queue	Ctrl+Shift+B	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.reply	Ctrl+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.reply-all	Ctrl+Shift+A	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.save	Ctrl+S	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.save-in-workbin	Ctrl+Shift+W	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.send	Ctrl+Return	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.release	Ctrl+D	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.mark-done	Ctrl+E	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.call-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.cancel-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.mark-done-get-next	Ctrl+E	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.interaction.preview.reject-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.pull-preview.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.pull-preview.mark-done-get-next		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.sms.delete		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.sms.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.answer-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.hold-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.pause-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.reconnect-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.release-call	Ctrl+D	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.resume-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.resume-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.single-step-conference		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.single-step-transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.start-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.stop-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.webcallback.call-contact		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.webcallback.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.move-to-workbin		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.put-back-to-origin-queue		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.paste-	Ctrl+Alt+V	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	text-only		started or restarted.
interaction-workspace	keyboard.shortcut.state.log	Ctrl+Alt+X	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.not-ready	Ctrl+Alt+N	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.not-ready-after-call-work	Ctrl+Alt+Z	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.ready	Ctrl+Alt+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.team-communicator.focus	No default value	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.chat.bargein		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.chat.stop-monitoring		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.stop-monitoring		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.voice.bargein		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.voice.coaching		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.voice.monitor		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.teamlead.voice.stop-monitoring		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.toaster.action	Ctrl+G	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.toaster.delete	Ctrl+M	When the application is started or restarted.
interaction-workspace	kpi.displayed-kpis		Immediately.
interaction-workspace	kpi.refresh-time	10	When the application is started or restarted.
interaction-workspace	kpi.show-agent-groups	true	When the application is started or restarted.
interaction-workspace	license.lrm-enabled	false	When the application is started or restarted.
interaction-workspace	log.default-filter-type	Copy	Immediately.
interaction-workspace	log.ESDK	All	Immediately.
interaction-workspace	log.expire	10	Immediately.
interaction-workspace	log.filter-data.<keyName>	Copy	Immediately.
interaction-workspace	log.max-age	10	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	log.PSDK	Standard	Immediately.
interaction-workspace	log.PSDK.SwitchPolicy	Standard	Immediately.
interaction-workspace	log.segment	10MB	When the application is started or restarted.
interaction-workspace	log.Trace	\$Application.RootApplicationDataPath\InteractionWorkspace	Immediately.
interaction-workspace	log.verbose	Trace	Immediately.
interaction-workspace	login.available-place-groups		When the application is started or restarted.
interaction-workspace	login.chat.auto-not-ready-reason		When the application is started or restarted.
interaction-workspace	login.chat.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.chat.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	login.default-place		When the application is started or restarted.
interaction-workspace	login.email.auto-not-ready-reason		When the application is started or restarted.
interaction-workspace	login.email.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.email.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	login.enable-login-without-channel	true	When the application is started or restarted.
interaction-workspace	login.enable-place-completion	true	When the application is started or restarted.
interaction-workspace	login.enable-same-agent-place	true	When the application is started or restarted.
interaction-workspace	login.im.auto-not-ready-reason		When the application is started or restarted.
interaction-workspace	login.im.available-queues	ACDQueue	When the application is started or restarted.
interaction-workspace	login.im.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.im.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	login.im.prompt-agent-login-id	false	When the application is started or restarted.
interaction-workspace	login.im.prompt-dn-password	false	When the application is started or restarted.
interaction-workspace	login.im.prompt-queue	false	When the application is started or restarted.
interaction-workspace	login.place-location	standard	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	source		started or restarted.
interaction-workspace	login.place-selection-type	Place	When the application is started or restarted.
interaction-workspace	login.place-state-timeout	30	When the application is started or restarted.
interaction-workspace	login.prompt-place	false	When the application is started or restarted.
interaction-workspace	login.sip-cluster.phone-number		When the application is started or restarted.
interaction-workspace	login.sip-cluster.store-recent-phone-number	true	When the application is started or restarted.
interaction-workspace	login.sms.auto-not-ready-reason		When the application is started or restarted.
interaction-workspace	login.sms.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.sms.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	login.store-recent-place	true	When the application is started or restarted.
interaction-workspace	login.store-username	true	When the application is started or restarted.
interaction-workspace	login.voice.auto-not-ready-reason		When the application is started or restarted.
interaction-workspace	login.voice.available-queues	ACDQueue	When the application is started or restarted.
interaction-workspace	login.voice.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.voice.force-relogin	false	When the application is started or restarted.
interaction-workspace	login.voice.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	login.voice.prompt-agent-login-id	false	At the next interaction
interaction-workspace	login.voice.prompt-dn-less-phone-number	false	When the application is started or restarted.
interaction-workspace	login.voice.prompt-dn-password	false	When the application is started or restarted.
interaction-workspace	login.voice.prompt-queue	true	When the application is started or restarted.
interaction-workspace	login.voice.restore-dn-less-phone-number-on-logout	true	When the application is started or restarted.
interaction-workspace	login.voice.use-dn-less-login-extension	false	At next voice channel login.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>login.webcallback.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.webcallback.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.webcallback.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.workmode</code>	unknown	When the application is started or restarted or if the agent changes place.
interaction-workspace	<code>login.<media-type>.auto-not-ready-reason</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.<media-type>.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.<media-type>.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>logout.enable-exit-on-logout-error</code>	true	When the application is started or restarted.
interaction-workspace	<code>logout.voice.use-login-queue-on-logout</code>	true	When the application is started or restarted.
interaction-workspace	<code>main-window.auto-hide-display-delay</code>	0	At the next interaction.
interaction-workspace	<code>main-window.bypass-auto-hide-conditions</code>	false	When the application is started or restarted.
interaction-workspace	<code>main-window.window-title</code>	\$Window.Title\$	Immediately.
interaction-workspace	<code>openmedia.bundle.sms</code>	sms,smssession	When the application is started or restarted.
interaction-workspace	<code>openmedia.workitem-channels</code>		When the application is started or restarted.
interaction-workspace	<code>options.clean-up-former-record-location</code>	false	When the application is started or restarted.
interaction-workspace	<code>options.record-location</code>		When the application is started or restarted.
interaction-workspace	<code>options.record-option-locally-only</code>	false	When the application is started or restarted.
interaction-workspace	<code>outbound.assured-connection.allow-release-engaging-call-timeout</code>	-1	When the application is started or restarted.
interaction-workspace	<code>outbound.call-result-automatically-selected</code>		At the next interaction.
interaction-workspace	<code>outbound.call-result-is-</code>	false	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	mandatory		
interaction-workspace	outbound.call-result-values	Answered,AnsweringMachine,Busy,No Answer,Wrong Number	
interaction-workspace	outbound-callback.ringing-bell	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	outbound.callback-types	personal,campaign	At the next interaction.
interaction-workspace	outbound.campaign-stale-timeout	0	When the application is started or restarted.
interaction-workspace	outbound.complete-record-before-transfer	false	At the next transfer attempt.
interaction-workspace	outbound.fields.float-separator-in-db		Immediately.
interaction-workspace	outbound.load-at-startup	false	When the application is started or restarted.
interaction-workspace	outbound.push-preview.auto-answer	false	At the next interaction.
interaction-workspace	outbound.push-preview.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	outbound.push-preview.auto-answer.timer	0	At the next interaction.
interaction-workspace	outbound.push-preview.media-types	outboundpreview	When the application is started or restarted.
interaction-workspace	outbound.push-preview.use-combined-channel	true	When the application is started or restarted.
interaction-workspace	outbound.record-information.frame-color	#FF17849D	At the next interaction.
interaction-workspace	outbound.record-information.header-foreground-color	#FFFFFFF	At the next interaction.
interaction-workspace	outbound.reschedule-inherit-parent-availability-interval	false	When the application is started or restarted.
interaction-workspace	outbound.sound.campaign-updated		At the next interaction.
interaction-workspace	outbound.timed-preview-auto-dial	-1	At the next interaction.
interaction-workspace	outbound.treatment-mode	none	Immediately.
interaction-workspace	presence.evaluate-presence	true	When the application is started or restarted.
interaction-workspace	printing.use-print	true	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	preview		
interaction-workspace	reporting.case.report-case-in-focus-duration	false	When the application is started or restarted.
interaction-workspace	screen-recording.client.address		When the application is started or restarted.
interaction-workspace	screen-recording.client.max-attempts	5	When the application is started or restarted.
interaction-workspace	screen-recording.client.ping-interval	10000	When the application is started or restarted.
interaction-workspace	screen-recording.client.port	443	When the application is started or restarted.
interaction-workspace	screen-recording.client.secure-connection	true	When the application is started or restarted.
interaction-workspace	screen-recording.htcc.peer_uri		When the application is started or restarted.
interaction-workspace	screen-recording.htcc.uri		When the application is started or restarted.
interaction-workspace	security.client-authentication-certificate-search-value	Empty	When the application is started or restarted.
interaction-workspace	security.disable-rbac	false	When the application is started or restarted.
interaction-workspace	security.enable-debug-information	false	Immediately.
interaction-workspace	security.inactivity-force-not-ready-state	false	When the application is started or restarted.
interaction-workspace	security.inactivity-not-ready-reason		When the application is started or restarted.
interaction-workspace	security.inactivity-set-agent-not-ready	true	When the application is started or restarted.
interaction-workspace	security.inactivity-timeout	0	When the application is started or restarted.
interaction-workspace	security.session-lock-force-not-ready-state	false	When the application is started or restarted.
interaction-workspace	security.session-lock-not-ready-reason	No default value	When the application is started or restarted.
interaction-workspace	security.session-lock-set-agent-not-ready	false	When the application is started or restarted.
interaction-workspace	sip-cluster.data-center-locations		When the application is started or restarted.
interaction-workspace	sip-cluster.reconnect-	10	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	timeout		
interaction-workspace	sipendpoint.authenticate-with-dn-password	false	At next Log Off operation or at next login.
interaction-workspace	sipendpoint.codecs.g729/8000.fmt	annexb=yes	When the application is started or restarted.
interaction-workspace	sipendpoint.codecs.h264.fmt	profile-level-id=420028	When the application is started or restarted.
interaction-workspace	sipendpoint.core-deadlock-detection-delay	12500	When the application is started or restarted.
interaction-workspace	sipendpoint.enable-ipv6	auto	When the application is started or restarted.
interaction-workspace	sipendpoint.exit-on-voice-logoff	false	At next Log Off operation or at next login.
interaction-workspace	sipendpoint.headset-enforce-configured-usage	false	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-replugged-set-ready	true	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged.not-ready-reason		When the application is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged-set-not-ready	true	When the application is started or restarted.
interaction-workspace	sipendpoint.init-attempt-nb	10	When the application is started or restarted.
interaction-workspace	sipendpoint.init-attempt-timer	1	When the application is started or restarted.
interaction-workspace	sipendpoint.ip-version	auto	When the application is started or restarted.
interaction-workspace	sipendpoint.log.expire	10	When the application is started or restarted.
interaction-workspace	sipendpoint.log.segment	10MB	When the application is started or restarted.
interaction-workspace	sipendpoint.log.verbose	Trace	When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.audio_in_device		When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.audio_out_device		When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.capture_device		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.policy.device.headset_name</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.device.use_headset</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_device_release</code>	2000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_include_mac_address</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_fully_leased</code>	Empty string which is fully equivalent to the \$auto value.	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_top_inactivity_timeout</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_port_max</code>	9999	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_port_min</code>	9000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_port_max</code>	5080	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_port_min</code>	5060	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_tcp_port_max</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_tcp_port_min</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_max_bitrate</code>	1000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_webrtc_audio_layer</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.agc_mode</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.auto_accept_video</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.auto_answer</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.dtmf_method</code>	rfc2833	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.dtx_mode</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.echo_control</code>	0	Immediately.
interaction-workspace	<code>sipendpoint.policy.session.noise_suppression</code>	0	Immediately.
interaction-workspace	<code>sipendpoint.policy.session.reject_session_when_headset_na</code>	0	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.policy.session.ringback_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.ringback_file</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.ringback_agc_mode</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.sip_code_when_headset_na</code>	480	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.voip_level</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.domain</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.ice_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.stun_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.stun_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_password</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_relay_type</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_user_name</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.reg_interval</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.reg_match_received_rport</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.reg_timeout</code>	1800	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.domain</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.domain</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.ice_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.stun_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.stun_server_port</code>	3478	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_password</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_relay_type</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_user_name</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_log_interval</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_log_match_received_report</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_timeout</code>	1800	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.retain-volume-settings-between-sessions</code>	false	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-address</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-address.peer</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-port</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-port.peer</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.certificate-search-value</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.port</code>	8000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.protocol</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.security-level</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.subject-criteria</code>		At next application start.
interaction-workspace	<code>sipendpoint.standalone.subject-matching-properties</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.vdi-detection-model</code>	auto	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.vdi-detection-use-dns</code>	true	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.enable_logging</code>	1	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.log_filter</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.log_level</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.log_options_provider</code>	gsip=2, webrtc=(warning)	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.security.cert_file</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.security.tls_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.security.optional</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.transport-protocol</code>	UDP	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.video.always-on-top</code>	true	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.video.auto-activate</code>	true	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.video.camera-frame-rate</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.video.camera-frame-size</code>	352x288	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.video.camera-render-format</code>	6	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.video.thumbnail-ratio</code>	0.25	When the application is started or restarted.
interaction-workspace	<code>sms.agent.prompt-color</code>	#FF2E6599	Immediately.
interaction-workspace	<code>sms.agent.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>sms.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code>sms.auto-answer.enable-reject</code>	false	At the next interaction.
interaction-workspace	<code>sms.auto-answer.timer</code>	0	At the next interaction.
interaction-workspace	<code>sms.client.prompt-color</code>	#FFAF4F0B	Immediately.
interaction-workspace	<code>sms.client.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>sms.default-queue</code>		At the next interaction.
interaction-workspace	<code>sms.from-numbers-business-attribute</code>		At the next interaction.
interaction-workspace	<code>sms.max-message-number</code>	8	At the next interaction.
interaction-workspace	<code>sms.other-agent.prompt-color</code>	#FF295B00	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sms.other-agent.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>sms.outbound-queue</code>		Immediately.
interaction-workspace	<code>sms.prompt-for-done</code>	false	At the next interaction.
interaction-workspace	<code>sms.reconnect-attempts</code>	5	At the next interaction.
interaction-workspace	<code>sms.reconnect-timeout</code>	10	At the next interaction.
interaction-workspace	<code>sms.ringing-bell</code>	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code>sms.simple-transcript</code>	false	Immediately
interaction-workspace	<code>sms.subject-max-chars</code>	25	At the next interaction.
interaction-workspace	<code>sms.system.text-color</code>	#FF8C8C8C	Immediately
interaction-workspace	<code>sms.time-stamp</code>	true	Immediately.
interaction-workspace	<code>sms.transcript-enable-history-filters</code>	false	At the next interaction.
interaction-workspace	<code>sms.transcript-time-frame</code>	24	At the next interaction.
interaction-workspace	<code>sounds.preloadfiles</code>	Sounds\ Ring.mp3	When the application is started or restarted..
interaction-workspace	<code>spellchecker.chat.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.corporate-dictionary</code>		When the application is started or restarted.
interaction-workspace	<code>spellchecker.corporate-dictionary-file</code>		When the application is started or restarted.
interaction-workspace	<code>spellchecker.email.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.im.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.sms.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.<media-type>.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>standard-response.auto-append-star-to-search</code>	true	At the next search.
interaction-workspace	<code>standard-response.categories</code>	\$All\$	At the next interaction.
interaction-workspace	<code>standard-response.default-search-type</code>	AnyKeyword	At the next interaction.
interaction-workspace	<code>standard-response.enable-usage-feedback</code>	true	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>standard-response.field.<CustomFieldCode></code>		At the next interaction.
interaction-workspace	<code>standard-response.languages</code>	\$All\$	At the next interaction.
interaction-workspace	<code>standard-response.shortcuts.<keyword></code>	No default value	At the next interaction.
interaction-workspace	<code>standard-response.suggested-responses-min-relevancy</code>	50	At the next interaction.
interaction-workspace	<code>statistics.displayed-statistics</code>		Immediately.
interaction-workspace	<code>statistics.queues</code>		Immediately.
interaction-workspace	<code>statistics.refresh-time</code>	10	When the application is started or restarted.
interaction-workspace	<code>statistics.routing-points</code>		Immediately.
interaction-workspace	<code>system-tray.tooltip</code>	\$Application.Title\$	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.add-recent-filters.voice</code>		At next interaction event.
interaction-workspace	<code>teamcommunicator.always-clear-textbox-on-new-interaction</code>	true	Immediately.
interaction-workspace	<code>teamcommunicator.contact-favorite-fields</code>	Category,FirstName,LastName	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites</code>		When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites-file</code>		When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.custom-favorite-fields</code>	Category,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.interaction-queue-presence-metrics</code>	interaction-queue-presence	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.internal-favorite-fields</code>	Category,DisplayName	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.list-filter-showing</code>	Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue,Contact	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.list-status-reachable</code>	NotReady	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.load-at-startup</code>	true	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.max-favorites-size</code>	50	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.max-</code>	10	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	suggestion-size		started or restarted.
interaction-workspace	teamcommunicator.person-cache-for-favorites-recents-enabled	false	When the application is started or restarted.
interaction-workspace	teamcommunicator.queue-presence-metrics	queue-presence	When the application is started or restarted.
interaction-workspace	teamcommunicator.recent-max-records	10	When the application is started or restarted.
interaction-workspace	teamcommunicator.request-start-timer	300	When the application is started or restarted.
interaction-workspace	teamcommunicator.routing-point-presence-metrics	routing-point-presence	When the application is started or restarted.
interaction-workspace	teamlead.agent-status.enabled-agent-group-security-mode	true	At next agent search.
interaction-workspace	teamlead.agent-status.enabled-remote-actions	Ready, NotReady, LogOff	At the next agent search.
interaction-workspace	teamlead.agent-status.get-queue-from-extensions	false	When the application is started or restarted.
interaction-workspace	teamlead.monitoring-scope	call	Immediately.
interaction-workspace	toast.case-data.content	History,CaseData	At the next interaction.
interaction-workspace	toast.case-data.format-business-attribute		At the next interaction
interaction-workspace	toast.window-title	(\$Contact.FirstName\$ \$Contact.LastName\$ \$InteractionId\$ - \$Window.Title\$)	At the next interaction.
interaction-workspace	views.CaseContactRegion.activate-order	InteractionContactInformationView, InteractionContactHistoryView	When the views are instantiated.
interaction-workspace	views.CaseContactRegion.order	InteractionContactInformationView, InteractionContactHistoryView	When the views are instantiated.
interaction-workspace	views.CaseViewSideButtonRegion.order	InteractionContainerSideButtonView, SRLSideButtonView	When the views are instantiated.
interaction-workspace	views.ContactInfoHistoryMultiRegion.activate-order	ContactInformationView, ContactHistoryView	When the views are instantiated.
interaction-workspace	views.ContactInfoHistoryMultiRegion.order	ContactInformationView, ContactHistoryView	When the views are instantiated.
interaction-workspace	views.ContactTabBottomHistoryMultiRegion.activate-order	ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseView	When the views are instantiated.
interaction-workspace	views.ContactTabBottomHistoryMultiRegion.order	ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseView	When the views are instantiated.
interaction-workspace	views.InteractionDetailsRegion.order	NotepadView, DispositionView	When the views are instantiated.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	order		instantiated.
interaction-workspace	views.InteractionDetailsRegion.activate-order	DispositionView, NotepadVoiceNotepadView	When the views are instantiated.
interaction-workspace	views.ToolbarWorkplaceRegion.activate-order	MyPlaceStatusView, myCampaignsListView, MyContactHistory, MySt	When the views are instantiated.
interaction-workspace	views.ToolbarWorkplaceRegion.activate-order	MyPlaceStatusView, myCampaignsListView, MyContactHistory, MySt	When the views are instantiated.
interaction-workspace	views.ToolbarWorksheetButton.activate-order	MyWorkplaceButtonView, MainToolbarWorkbinsContainerButtonView	When the views are instantiated.
interaction-workspace	views.WorkbinsTabBottomHistoryMultiRegion.activate-order	ContactDetailView, ContactHistoryNotepadView, ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.WorkbinsTabBottomHistoryMultiRegion.activate-order	ContactDetailView, ContactHistoryNotepadView, ContactHistoryCase	When the views are instantiated.
interaction-workspace	voice.after-call-work-extension	untimed	Immediately
interaction-workspace	voice.auto-answer	false	At the next interaction.
interaction-workspace	voice.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	voice.auto-answer.timer	0	At the next interaction.
interaction-workspace	voice.cancel-after-call-work-on-done	false	Immediately.
interaction-workspace	voice.complete-conference-requires-connected-consultation-call	false	At the next interaction.
interaction-workspace	voice.device-type	auto	When the application is started or restarted.
interaction-workspace	voice.dtmf-inactivity-typing-timeout	500	At the next interaction.
interaction-workspace	voice.enable-agent-reservation	false	When the application is started or restarted.
interaction-workspace	voice.enable-init-conference	false	At the next interaction.
interaction-workspace	voice.end-consultation-method	reconnect	At the next interaction.
interaction-workspace	voice.hold-indicator-timer	30,60	At the next interaction.
interaction-workspace	voice.hot-standby.backup-retry-delay	40	When the application is started or restarted.
interaction-workspace	voice.hybrid-switch-preference	No default value	When the application is started or restarted.
interaction-workspace	voice.mark-done-on-release	false	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	voice.nb-max-independent-calls	0	When the application is started or restarted
interaction-workspace	voice.one-step-trsf-mode	default	When the application is started or restarted.
interaction-workspace	voice.prompt-for-end	false	At the next interaction.
interaction-workspace	voice.ringing-bell	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	voice.show-hold-duration	false	At the next interaction.
interaction-workspace	voice.show-post-call-duration	false	At the next interaction.
interaction-workspace	voice.sip-preview-bell		At the next interaction.
interaction-workspace	voicemail.access-number		When the application is started or restarted.
interaction-workspace	voicemail.notification-types	personal,public	At the next change of the counter that tracks the number of voicemail messages.
interaction-workspace	warm-standby.reconnection-random-delay-range	2	When the application is started or restarted
interaction-workspace	warm-standby.retry-delay	10	When the application is started or restarted
interaction-workspace	webcallback.auto-answer	false	At the next interaction.
interaction-workspace	webcallback.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	webcallback.auto-answer.timer	0	At the next interaction.
interaction-workspace	webcallback.auto-dial	false	At the next interaction.
interaction-workspace	webcallback.callback-information.content	Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime	
interaction-workspace	webcallback.callback-information.frame-color	#FF17849D	At the next interaction.
interaction-workspace	webcallback.callback-information.header-foreground-color	#FFFFFFF	At the next interaction.
interaction-workspace	webcallback.complete-queue		Immediately.
interaction-workspace	webcallback.park-queue		Immediately.
interaction-workspace	webcallback.reschedule-queue		Immediately.
interaction-workspace	webcallback.ringing-bell	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>webproxy.address</code>		At the next interaction.
interaction-workspace	<code>webproxy.password</code>		At the next interaction.
interaction-workspace	<code>webproxy.username</code>		At the next interaction.
interaction-workspace	<code>workbin.email.draft</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.email.draft.displayed-columns</code>	To,Subject,Submitted	When the application is started or restarted.
interaction-workspace	<code>workbin.email.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.email.in-progress.displayed-columns</code>	From,Subject,Received	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<nickname>.notify-property-changed</code>	false	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname></code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.auto-update</code>	true	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.max-results</code>	50	At next workbin refresh.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.quick-search-attributes</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.in-progress.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	<code>workbin.<media_type>.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media_type>.in-progress.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
queue-presence	<code>associated-object-ids</code>	No default value	When the application is started or restarted
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
queue-presence	associated-statistic-type	No default value	When the application is started or restarted
queue-presence	error-level	10	When the application is started or restarted.
queue-presence	object-ids	No default value	When the application is started or restarted
queue-presence	statistic-name	CurrNumberWaitingCalls	When the application is started or restarted.
queue-presence	statistic-text	interaction(s) waiting.	When the application is started or restarted.
queue-presence	warning-level	5	When the application is started or restarted.
routing-point-presence	associated-object-ids	No default value	When the application is started or restarted
routing-point-presence	associated-statistic-type	No default value	When the application is started or restarted
routing-point-presence	error-level	10	When the application is started or restarted.
routing-point-presence	object-ids	No default value	When the application is started or restarted
routing-point-presence	statistic-name	CurrNumberWaitingCalls	When the application is started or restarted.
routing-point-presence	statistic-text	interaction(s) waiting.	When the application is started or restarted.
routing-point-presence	warning-level	5	When the application is started or restarted.
TServer	multimedia	false	At the next interaction.
TServer	sip-signaling-chat	session	Immediately.
TServer	voice	true	At the next interaction.
Section	Option	Default	Changes Take Effect