Web Services and Applications Configuration Guide

Workbins

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Workbins

A workbin is like a shared queue for Agents, Places, Agents Groups, and Places Groups, in which an agent, supervisor, or manager can store email and other multimedia interactions that are to be handled later. However, unlike with a queue, interactions that are stored in a workbin can be accessed in any order; interactions can be assigned to agents, places, agent groups, or place groups. Items that are stored in a workbin are owned by the owner of the workbin. Open interactions can be added to a Workbin to be saved for future processing or collaborative processing by the agent, place, agent group, or place group.

You use the following options in the **[interaction-workspace]** section to configure Workbins:

- workbin.email.draft: The name of the workbin to be used to store draft email interactions.
- workbin.email.in-progress: The name of the workbin that is to be used to store inbound email interactions for later processing, after an agent explicitly saved the email interaction or submitted an outbound reply.
- workbin.facebook.draft: The name of the workbin to be used to store a draft Facebook post.
- workbin.facebook.in-progress: 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.<media-type>.in-progress: The name of the workbin to be used to store interactions of the specified workitem media type.
- workbin.twitter.draft: The name of the workbin to be used to store a draft Twitter post.
- workbin.twitter.in-progress: The name of the workbin that is to be used to store an inbound Twitter post for later processing, after an agent explicitly saves the Twitter post or submits an outbound reply.