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Web Services and Applications Configuration Guide

Views

Views

Workspace Web Edition provides the following options to configure the default tab and tab display order in regions where there are multiple tabs:

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views.CaseSideRegion.activate-order

- Default Value: `ContactView, SRLView, KnowledgeView, CoBrowseView, WebActivityView`
- Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the `interaction.web-content` option): `ContactView, SRLView, KnowledgeView, CoBrowseView, WebActivityView, . . .`
- Changes take effect: When the session is started or restarted.
- Description: Specifies, in order of precedence, the view selected by default in the Case Side Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

views.CaseSideRegion.order

- Default Value: `KnowledgeView, CoBrowseView, WebActivityView, ContactView, SRLView`
- Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the `interaction.web-content` option): `KnowledgeView, CoBrowseView, WebActivityView, ContactView, SRLView, . . .`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

views.ContactRegion.activate-order

- Default Value: `ContactInformationView, ContactHistoryView`
- Valid Values: A comma-separated list of valid view names from the following list: `ContactInformationView, ContactHistoryView`
- Changes take effect: When the session is started or restarted.
- Description: Specifies, in order of precedence, the view selected by default view in the Contact region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

views.ContactRegion.order

- Default Value: `ContactInformationView, ContactHistoryView`
- Valid Values: A comma-separated list of valid view names from the following list: `ContactInformationView, ContactHistoryView`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the order (left to right, top to bottom) in which the views are displayed in the Contact Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

views.HistoryInteractionDetailsRegion.activate-order

- Default Value: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView
- Valid Values: A comma-separated list of valid view names from the following list: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView
- Changes take effect: When the session is started or restarted.
- Description: Specifies, in order of precedence, the view selected by default view in the History Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

views.HistoryInteractionDetailsRegion.order

- Default Value: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView
- Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView
- Changes take effect: When the session is started or restarted.
- Description: Specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

views.InteractionDetailsRegion.activate-order

- Default Value: ContactInteractionNotePadView, DispositionView
- Valid Values: A comma-separated list of valid view names from the following list: ContactInteractionNotePadView, DispositionView
- Changes take effect: When the session is started or restarted.
- Description: Specifies, in order of precedence, the view selected by default view in the Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

views.InteractionDetailsRegion.order

- Default Value: DispositionView, ContactInteractionNotePadView
 - Valid Values: A comma-separated list of valid view names from the following list: DispositionView, ContactInteractionNotePadView
 - Changes take effect: When the session is started or restarted.
 - Description: Specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.
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views.MyWorkspaceRegion.activate-order

- Default Value: MyChannelsView,MyCampaignsView,MyHistoryView,CustomMyStatReportView,CustomCcReportView
- Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the interaction.web-content option): MyChannelsView, MyCampaignsView, MyHistoryView, CustomMyStatReportView, CustomCcReportView, . . .
- Changes take effect: When the session is started or restarted.
- Description: Specifies, in order of precedence, the view selected by default view in the My Workspace Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

views.MyWorkspaceRegion.order

- Default Value: MyChannelsView,MyCampaignsView,MyHistoryView,CustomMyStatReportView,CustomCcReportView
- Valid Values: A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the interaction.web-content option): MyChannelsView, MyCampaignsView, MyHistoryView, CustomMyStatReportView, CustomCcReportView, . . .
- Changes take effect: When the session is started or restarted.
- Description: Specifies the order (left to right, top to bottom) in which the views are displayed in the My Workspace Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

views.WorkbinInteractionDetailsRegion.activate-order

- Default Value: ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView
- Valid Values: A comma-separated list of valid view names from the following list: ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView
- Changes take effect: When the session is started or restarted.
- Description: Specifies, in order of precedence, the view selected by default view in the Workbin Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

views.WorkbinInteractionDetailsRegion.order

- Default Value: ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView
- Valid Values: A comma-separated list of valid view names from the following list: ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView
- Changes take effect: When the session is started or restarted.
- Description: Specifies the order (left to right, top to bottom) in which the views are displayed in the

Workbin Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.