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# Web Services and Applications Configuration Guide

IM

# IM

Use the options below to enable instant messaging capabilities for internal communication and interaction consultation.

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### im.agent.prompt-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the prompt for messages the agent enters in the IM view.

### im.agent.text-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the text color of messages the agent enters in the IM view.

### im.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether an IM interaction is automatically accepted and joined when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

### im.other-agent.prompt-color

- Default Value: #D88000
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the prompt for messages the other agent enters in the IM view

### im.other-agent.text-color

- Default Value: #D88000
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the text color of messages the other agent enters in the IM view. For example: #FF0000 for a red color.

### im.system.text-color

- Default Value: #8C8C8C
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- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the text color of system messages in the IM view.

#### im.time-stamp

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the time stamp is displayed in the IM transcript area.

#### im.prompt-for-end

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when a user clicks **end**. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

#### im.toast-timeout

- Default Value: 10
- Valid Values: From 0 to MAXINT
- Changes take effect: When the session is started or restarted.
- Description: Defines the duration, in seconds, that the IM interaction notification is displayed in the Information area of the Main Window before the IM is rejected. The value 0 means the interaction notification is displayed until the agent accepts the interaction.

#### im.new-message-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the configuration string for the new IM message sound. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
  - 0 — play the whole sound once
  - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

### im.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path of the sound file that is played when Instant Messaging interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
  - -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
  - 0 — play the whole sound once
  - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

### privilege.im.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enable an agent to use IM.

### privilege.im.can-release

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to manually end an IM session. Depends on privilege.im.can-use.

### privilege.im.can-make

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to create a new instant messaging session from any area that has this functionality. Depends on privilege.im.can-use.