



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services and Applications Configuration Guide

Chat Interactions

12/22/2025

Chat Interactions

Workspace supports the following functionality for Chat interactions:

- Accept an interaction
- Reject an interaction
- Ignore an interaction
- End an interaction
- One-Step Transfer an interaction
- Consult with another agent about an interaction
- Set Interaction Disposition
- Mark Done

You use the following options in the **[interaction-workspace]** section to configure Chat interactions (there are also options that you can use to **control the appearance** of chat interactions in the agent interface):

- `privilege.chat.can-use` — Mandatory to use the chat channel. When the value is set to `true`, the agent is permitted to use the Chat channel.
- `chat.auto-answer` — Specifies whether a chat interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this Configuration Guide.
- `chat.nickname` — Specifies that a nickname (pseudonym) is used in chat sessions instead of the agent's user name, and defines the nickname.
- `chat.pending-response-to-customer` — Specifies two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.
- `chat.typing-timeout` — Specifies the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.
- `interaction.disposition.is-mandatory` — Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy.
- `interaction.disposition.is-read-only-on-idle` — Prevents changes to the disposition code after the interaction has been released. This option can be overridden by a routing strategy.
- `interaction.disposition.key-name` — The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy.
- `interaction.disposition.use-attached-data` — Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy.
- `interaction.disposition.value-business-attribute` — A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy.