Web Services and Applications Configuration Guide

Facebook Interactions

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Facebook Interactions

Workspace supports the following functionality for Facebook interactions:

- Accept an interaction
- Reject an interaction
- Ignore an interaction
- Mark Done an interaction
- One-Step Transfer an interaction
- Set Interaction Disposition

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

- privilege.facebook.can-use — Enables agent to use the Facebook channel.
- facebook.auto-answer — Specifies whether a Facebook interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Configuration Guide.
- facebook.comments-pagination-size — Specifies the number of comments are initially displayed and then added when Show More is clicked.
- facebook.default-queue — Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the the name of the default queue in the configuration layer.
- facebook.outbound-queue — Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.
- 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.