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Web Services and Applications Configuration Guide

Workitem interactions

Workitem interactions

Workitems are documents that might be directed to agents, supervisors, or managers for handling. They include many media types, such as faxes or PDFs, that a user might have to view while they are handling interactions of another type, such as email.

You use the following options in the **[interaction-workitem]** section to configure Workitems:

Privilege options

For a list of privilege options that you can set for workitems, see [Enabling Privileges and Features](#).

Workitem behaviour options

- `<media-type>.auto-answer` specifies whether a workitem is automatically accepted when a Interaction Server Invite event is received
- `<media-type>.prompt-for-done` specifies if the application prompts a confirmation message when a user clicks the **Done** button.
- `<media-type>.ringing-bell` specifies the path to the sound file that is played when the workitem interaction is ringing.
- `intercommunication.<media-type>.queue` specifies the name of the Interaction Queue that is used by the routing-based feature for workitems.
- `intercommunication.<media-type>.routing-based-actions` specifies the list of routing based actions that an agent is allowed to perform.
- `intercommunication.<media-type>.routing-based-targets` defines the list of targets that are contacted through the routing based mechanism for the requests that are defined in the `intercommunication.<media-type>.routing-based-actions` option.
- `workbin.<media-type>.in-progress` specifies the name of the workbin to be used to store interactions of a particular workitem media type.
- `workbin.<media-type>.in-progress.displayed-columns` specifies the list of interaction fields displayed as columns in the specified workbin.

Contact options

- `contact.lookup.<media-type>.enable` enables Workspace features that rely on Universal Contact Server (UCS) for contact lookup when a workitem interaction of the given media type is presented to the agent.
- `contact.lookup.<media-type>.enable-create-contact`, when this option is true and the

contact.lookup.<media-type>.enable option is set to `true`, the UCS creates a contact if the initial search does not find a matching existing contact.

- **contact.ucs-interaction.<media-type>.enable-create**, when this option is `true`, the UCS generates the interaction history for Open Media Workitem interactions.