Web Services and Applications Configuration Guide

Interaction Preview (Toast)

4/11/2025

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Workspace Web Edition provides the following options for managing the Interaction Preview notification ('Toast') window:

> **Tip**
> For information about auto-answering interactions, see the configuration options for the specific channel or channels for which you want to enable auto-answer.

Contents

toast.case-data.content

- Default Value: `History,CaseData`

- Valid Values: `History, CaseData`

- Changes take effect: When the session is started or restarted.

- Description: Defines the content of the Case Information area in the toast interaction preview. The CaseData key enables the display of the attached data that is defined by the `toast.case-data.format-business-attribute` option. The History key enables the display of interaction history information. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy, as described in the Configuration Guide.

toast.case-data.format-business-attribute

- Default Value: *An empty string*.

- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

- Changes take effect: When the session is started or restarted.

- Description: Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.
  This option can be overridden by a routing strategy as described in this Configuration Guide.
  You can define the display order of Business Attribute Values by creating an `interaction-workspace` section in the annex of the Business Attribute, then add the `toast.case-data.order` option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values The Attributes Values that are not listed in option `toast.case-data.order` are put at the bottom of the list.

toast.window-title

- Default Value: `($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$)`

- Valid Values: `$Window.Title$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$, $Interaction.CaseId$, $Interaction.Id$, $Contact.X$, $AttachedData.Y$, $Interaction.MainParty$`

- Changes take effect: When the session is started or restarted.

- Description: Defines the title of the Interactive Notification window by specifying a string that contains the following field codes, as identified in the list of valid values. X is the name of the contact attribute and Y is the name of the attached-data key. If all field codes are empty, the following field code is used: `$Interaction.MainParty$`. This option can be overridden by a routing strategy as described in this Configuration Guide.