



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

Voice Interactions

Voice Interactions

Workspace uses the following privileges to enable voice-related functionality:

- | | |
|--|---|
| <ul style="list-style-type: none"> • <code>privilege.voice.can-extend-after-call-work</code> • <code>privilege.voice.can-forward</code> • <code>privilege.voice.can-make-call</code> • <code>privilege.voice.can-one-step-conference</code> • <code>privilege.voice.can-one-step-transfer</code> • <code>privilege.voice.can-reject-call</code> • <code>privilege.voice.can-release-call</code> • <code>privilege.voice.can-send-dtmf</code> | <ul style="list-style-type: none"> • <code>privilege.voice.can-two-step-conference</code> • <code>privilege.voice.can-two-step-transfer</code> • <code>privilege.voice.can-use</code> • <code>privilege.voice.consultation.can-use-caller-id</code> • <code>privilege.voice.make-call.can-use-caller-id</code> • <code>privilege.voice.show-monitoring.can-use</code> • <code>privilege.voice.single-step-conference.can-use-caller-id</code> • <code>privilege.voice.single-step-transfer.can-use-caller-id</code> |
|--|---|

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

- `voice.auto-answer` — Specifies whether a voice interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy.
- `voice.auto-answer.is-enabled-on-already-in-call` — When `voice.auto-answer` is set to `true`, this option specifies whether a voice interaction is automatically answered if there is no other active call. This option can be overridden by a routing strategy.
- `voice.mark-done-on-release` — Specifies whether the Mark Done function is required to complete the release of the call.
- `voice.prompt-for-end` — Specifies whether Workspace displays a confirmation message when the agent clicks 'End'. This option can be overridden by a routing strategy as described in this Configuration Guide.
- `privilege.voice.can-one-step-conference` — Enables instant conferencing of a voice call. Depends on `privilege.voice.can-use`.
- `privilege.voice.can-one-step-transfer` — Enables instant conferencing of a voice call. Depends on `privilege.voice.can-use`.
- `privilege.voice.can-send-dtmf` — Enables agents to send DTMF during a voice call. Depends on `privilege.voice.can-use`.
- `privilege.voice.can-use` — Mandatory to use the voice channel. When the value of this option is set to `true`, the agent is permitted to use the Voice channel.
- `privilege.voice.show-monitoring.can-use` — Enables agents to be notified that the current call is monitored by a supervisor.
- `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.

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.
- `intercommunication.voice.make-call-caller-id-business-attribute` — A character string that specifies the name of the Business Attribute that contains the Attribute Values used as an enumerated value to select the caller id during a make call.

Important

Voice call monitoring is supported only for SIP Server environments