Web Services and Applications Configuration Guide

Web Services and Applications 8.5.1

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Workspace Web Edition Configuration Guide

RESTRICTED

Note: This is **restricted release** documentation, and therefore is subject to change and is not complete. Some features that are described in this documentation might not be fully implemented in the application.

This guide provides information about configuring the Workspace Web Edition interface. You must first deploy Workspace Web Edition & Web Services.

Client-side Browser Support

Workspace Web Edition interface is accessed by a web browser. The following browsers are supported:

- Microsoft Internet Explorer 10
- Google Chrome
- Firefox 15 and higher (Voice-only)

Configuration and Administration By Using Options and Annexes

You can create Agents objects one at a time or in bulk by using Genesys Administrator (refer to the Genesys Administrator documentation).

> **Important**
>
> You configure Agent objects to use specific functionality by setting values for configuration options that enable and control the features and functionality of the Workspace Web Edition application.

The option settings are applied upon login to the desktop interface in the following override order:

1. Default settings that are defined in the application code, which are overridden by:
2. Settings that are specified in the Application, which are overridden by:
3. Settings that are specified in the Tenant of the agent, which are overridden by:
4. Settings that are specified in the Agent Group(s) to which an agent belongs (in cases in which an agent is a member of more than one group, Workspace Web Edition considers the union of options that are set in each group; if an option is declared in two different groups, each of which has a different value, Workspace Web Edition uses built-in rules to resolve the conflict (see Conflict Resolution for Configuration Options for information about how such conflicts are resolved--**Note:** Virtual Agent Groups are not supported), which are overridden by:
5. Settings that are specified in the Person object that corresponds to the agent.

> **Important**
>
> You can override options only in the `interaction-workspace` section. Therefore, you must replicate the `interaction-workspace` section from the `WWEWS Cluster` Application object to the annex of the object level at which you want the override to occur (Tenant, Group, User, or Transaction).

Other Applicable Object Hierarchies

Some specific Workspace Web Edition options can be defined in other objects and object hierarchies, such as: Action Codes--for example: Not Ready reason codes. The hierarchy is defined by the order in which the objects or codes are listed.

Overriding Options by Using a Routing Strategy

A routing strategy can be used to override configuration options that you have defined by using the hierarchies that are described above.

Workspace Web Edition uses Transaction Objects of type `object list`. You can attach a transaction name or a list of transaction names to your strategy. The transaction names in the list of transaction objects should be separated by commas. Workspace Web Edition reads the transaction objects in the attached data at rendering time to override the static options.

Overriding options enable you to change the appearance of interactions and the interaction-related behavior of Workspace Web Edition based on key-value pairs that are defined in the annex of each listed transaction object. The attached list of objects contains the list of transaction objects to be used for the interaction.

Transaction objects are configured in Genesys Administrator or Composer, by using the standard approach that is used for other object types in the hierarchy.

Use the `interaction.override-options` option to define the key in which the Transaction object(s) are to be listed in attached data. If you set an override value, Workspace Web Edition will look for the transaction object that corresponds to the key-value pair.

> **Important**
>
> Not all the options in the `interaction-workspace` section can be overridden by transaction objects. Refer to Configuration Options to determine which options support overriding by transaction objects. To apply this approach, you must replicate in the annex of the transaction object the structure that is used in the `interaction-workspace` section of the `WWEWS Cluster` Application object. The option name must be the same key as in the `Workspace_Web_Edition_Web_Services_851` Application object template.

Conflict Resolution for Configuration Options

In the hierarchy that is described in the previous sections, conflicts might occur during the resolution of option inheritance. Typically, an agent can be a member of more than one Agent Group. If group options conflict with one another, Workspace Web Edition considers the conflict to be an administration error. An arbitrary resolution is applied.

Value Option Types

The conflict resolution for value options proceeds as follows:

1. Agent Groups are sorted into ascending order by the name of the Agent Group.
2. The values of the options for each section are compared.
3. If there is a conflict, the value that is set for the agent corresponds to the value that is set for the group name that comes first in the sort order. For example, values that are set for options in the "Pre-Sales"

group take precedence over values that are set for options in the "Support" group.

Transaction Object Conflicts

If there is a conflict between transaction objects as specified by the list of override options, the first value that is set in a transaction, starting from the beginning of the list, is taken into account. All the subsequent values that are specified for the same option are ignored.

Using Options in Workspace Web Edition

Each object in Genesys Framework, including agents and the `WWEWS Cluster` application, can be configured by using Genesys Administrator. You must first set up your contact center and configure objects such as agents, groups, and applications.

All configuration options in Genesys applications are divided into sections. Sections are groups of related configuration options. Within a section, each option is named by its functional area, and then by its name or specific function.

Refer to the Configuration Options reference for a list of all the Workspace Web Edition options. It includes descriptions of their type and use.

Effect Hierarchical Options on the Behavior of Workspace

The behavior of Workspace Web Edition is controlled by a compilation of settings in various systems and components of the Genesys suite. The behavior is controlled by the Option and Annex settings that are defined in the applicable objects of the Configuration Layer that are associated with logged-in users of type administrator, agent, or supervisor.

Setting Up Agents On The System

After you have created Agent objects you can set up your agents and supervisors to use different features and functionality. The following procedures assume that you know how to use the Genesys Administrator application to configure agent objects.

Workspace Web Edition functionality is configured on the `WWEWS Cluster` object in the `interaction-workspace` section. You must create this section and then create the individual configuration options that you need.

> **Tip**
> For agents who also handle multimedia interactions or for multimedia-only agents, refer to Enabling Internal And External Communications

Procedure: Provisioning Workspace Web Edition for the Voice channel

Purpose: To enable an agent to log in to the Voice channel.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` object exists in the Configuration Database.
- T-Server with the associated switch and switching office.
- Agents with logins configured with DNs that correspond to agent devices in the switch.
- A Place that contains one or more DNs from the switch.

Start

For each agent that you want to configure to use the Voice channel, do the following:

1. Select at least one `AgentLogin` from the switch.
2. Reference a default place.
3. In Configuration Manager, check the `isAgent` flag. In Genesys Administrator, set the value of the `Agent` property to `True`.
4. Verify that the Voice media in Workspace Web Edition & Web Services is enabled.
5. Configure the Voice options in the `interaction-workspace` section of the `WWEWS Cluster` object.

End

Procedure: Declaring and using new Not-Ready Reason codes

Purpose: To enable an agent to use custom Not-Ready Reason codes.

Custom Not-Ready Reason codes must be defined by creating an Action Code in the `Action Codes` folder of the `Desktop` folder in the `Provisioning` view of Genesys Administrator or by using Configuration Manager.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` object exists in the Configuration Database.

Start

1. In the Configuration Layer, create an Action Code of type `Not Ready` by using the Action Codes - NotReady procedure. Each Not Ready Reason Action Code object that you create must have a unique name and a Not Ready Reason code. You can create Action Codes only for the Tenant object.
2. Enable this feature by specifying the `NotReadyReason` as the value for the `agent-status.enabled-actions-by-channel` and `agent-status.enabled-actions-global` options.

End

Procedure: Declaring and using new After Call Work Reason codes

Purpose: To enable an agent to use custom After Call Work Reason codes.

The only After Call Work state that Workspace Web Edition supports by default is `After Call Work`. Custom After Call Work codes must be defined by creating an Action Code in the `Action Codes` folder of the `Desktop` folder in the `Provisioning` view of Genesys Administrator or by using Configuration Manager.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` object exists in the Configuration Database.

Start

1. In the Configuration Layer, create an Action Code of type `Not Ready` by using the Action Codes - NotReady procedure. Each Not Ready Reason Action Code object that you create must have a unique name and a Not Ready Reason code. You can create Action Codes only for the Tenant object.
2. To define this Action Code as an After Call Work Reason code, perform the following steps:
   a. In the annex of the Action Code, create a section named: `htcc`
   b. In this section add the `workmode` option and specify the value `AfterCallWork`.
3. Enable this feature by specifying the value `AfterCallWork` for the `agent-status.enabled-actions-by-channel` and/or `agent-status.enabled-actions-global` options.

End

Procedure: Enabling integration of web applications in the agent interface

Purpose: To enable an agent to view or use a web application or website in the agent interface (Workspace level). This feature is available in two modes: as a tab in the agent interface and as part of an interaction (Case level).

For the Workspace level, the web application is displayed in a dedicated tab of the main agent workspace. The web application can be viewed and used when the agent clicks the tab to display it.

For the Case level, there are two display modes that depend on the display mode of the case (voice or multimedia).

- For voice, the website is displayed in the background (workspace area) when the interaction is selected. When the interaction is unselected or closed, the external web site is replaced with the previous panel that was displayed in background.
- For multimedia mode, the website is displayed in a dedicated area on the right side.

To avoid any conflict and security constraints between Workspace and the external web site or web application, the external web site or web application is displayed in a dedicated IFRAME.

Prerequisites

- A working knowledge of Genesys Administrator.
- A WWEWS Cluster object exists in the Configuration Database.

Start

1. For each web application that you want to use, you must create a section that is based on the name that you want to use to describe the Web Site. These sections must be created in the `WWEWS Cluster` object options, Tenant, Agent Group, or Agent annex. For example, create sections called `SearchEngine`, `MyCompanyWebApp` and `Search`.
2. For each Web Site in the corresponding section, you must create the following options:
   - `label` -- Specifies the label to be used for the name of the tab in the workspace or the button in multimedia interaction.
   - `url` -- Specifies the URL to be displayed in the workspace or interaction. This URL can contain field codes. If this attribute is left blank, no web site is displayed.

     The following field codes are supported for both the `label` and `url` options:

     - `Agent.Fullname`
     - `Agent.UserName`
     - `Agent.LastName`
     - `Agent.FirstName`
     - `Agent.EmployeeId`
     - `AttachedData.Y`
3. Configure one or both of the following options in the `interaction-workspace` section, depending on whether the application is to be displayed in the interaction view or the workspace view:

- interaction.web-content—Defines the option section name that corresponds to the web extension view that is to be displayed in the interaction, for example: `Search`
- workspace.web-content—Defines the list of option names that represent Web Applications which are configured to be displayed at the Workspace level, for example: `SearchEngine`, `MyCompanyWebApp`.

End

For example, in the tenant object, configure the following sections/options:

Section name: `SearchEngine`

Options:

- `label=Bing`
- `url=http://www.bing.com`

Section name: `MyCompanyWebApp`

Options:

- `label=Genesys`
- `url=http://www.genesyslab.com`

Section name: `interaction-workspace`

Options:

- `interaction.web-content=Search`
- `workspace.web-content=MyCompanyWebApp,SearchEngine`

Section name: `Search`

Options:

- `label=Bing`
- `url=http://www.bing.com/search?q=$AttachedData.ContactName$`

Procedure: Enabling a Supervisor to monitor agents

Purpose: To enable a supervisor to use the monitoring features to Listen (Monitor Next Interaction), Whisper (Coach Next Interaction), and Barge-in (join—available as a transition from the other modes) to agent voice interactions.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` object exists in the Configuration Database.

Start

1. In the configuration layer, by using Configuration Manager or Genesys Administrator,, specify that the user type is `Supervisor`. In the annex of the person object, in the `htcc` section, specify the values `Supervisor,Agent` for the `roles` option.
2. In the annex of the person (or tenant, application, and so on) object, in the `interaction-workspace` section, specify the value `true` for the privilege.teamlead.can-use.
3. In the annex of the person (or tenant, application, and so on) object, in the `interaction-workspace` section, specify the scope of monitoring (call or agent) by using the teamlead.monitoring-scope option.

End

Agent Login and Authentication

When an agent launches Workspace Web Edition, the agent must provide a user name and password to be authenticated. After authentication, the Configuration Layer is accessed by Workspace Web Edition to obtain the list of functions that are granted to the agent as well as the configuration of the Workspace application for that agent.

The first time that an agent logs in they must follow a two-step process. After providing the user name and password and clicking **Log In**, the Change Password dialog box is displayed and the agent must provide a new password.

Refer to the *Genesys 8.1 Security Deployment Guide* for a complete description of password policies and how to configure the Reset Password functionality for agents.

Use the following application options in the `interaction-workspace` section to control agent login:

- `login.voice.auto-not-ready-reason` -- Specifies the NotReady Reason code if the Voice channel is automatically set to NotReady when the agent logs in.
- `login.voice.is-auto-ready` -- Specifies whether the voice channel is in the Ready state at login.

Enabling Internal And External Communications

Procedure: Enabling an agent to use Team Communicator to call/conference/transfer a voice interaction to an agent, agent group, skill, or routing point by using a strategy

Purpose: To enable an agent to use Team Communicator to call, conference, or transfer to an agent, agent group, skill, or a routing point. This procedure is mandatory for agent group and skill targets.

> **Tip**
> No extra configuration is required to transfer an interaction to an agent.

Prerequisites

- A working knowledge of Genesys Administrator or Configuration Manager.
- A working knowledge of Interaction Routing Designer.
- A `WWEWS Cluster` application object exists in the Configuration Database.
- To transfer to skills, you must have skills defined in the Configuration Database.
- To transfer to agent groups, you must have agent groups defined in the Configuration Database.

Start

1. In the `Configuration` tab of the `WWEWS Cluster` application, add a connection to Stat Server.
2. In the connection, add a reference to the T-Server associated with the switch to which the agent logs in.
3. Configure the Team Communicator options in the `interaction-workspace` section of the `WWEWS Cluster` application object.
4. Depending on the type of target for which you want to use routing-based transfer, use Configuration Manager or Genesys Administrator to set the value of the `intercommunication.voice.routing-based-targets` configuration options as follows:
   - To use T-Server to handle transfer to Agent, Routing Point, and Type Destination, and have all other transfers handled by a strategy, set the value of this option to "" (empty)
   - To use routing-based transfer for Agents, add the value `Agent` to this option.
   - To use routing-based transfer for Routing Point, add the value `RoutingPoint` to this option.
   - To use routing-based transfer for Type Destination (a dialed call), add the value `TypeDestination` to this option.

- For agent groups and skills, it is not mandatory to set the routing-based target option because these target always use routing-based transfer.

5. By using Interaction Routing Designer (IRD), create a routing strategy that uses routing targets (agents, agent groups, skills, and so on) to process routing-based actions by using the following attached data:
   - `IW_RoutingBasedOriginalEmployeeId` — The employee ID of the agent who is transferring the interaction.
   - `IW_RoutingBasedTargetId` — The ID (employee ID of another agent, AgentGroup name, Skill name, Routing Point name) of the target.
   - `IW_RoutingBasedTargetType` — The type of the target (Agent, AgentGroup, Skill, or RoutingPointl)
   - `IW_RoutingBasedRequestType` — Informs the strategy of the type of action is to be done (`MakeCall,OneStepConference,InitConference,OneStepTransfer,InitTransfer`)
6. Load the routing strategy on the Routing Point that is defined by the `intercommunication.voice.routing-points` option.
7. Enable the agent to use the voice media by specifying the value `true` for the `priviledge.voice.can-use` option.
8. Enable agent presence to be displayed in the Team Communicator search results by specifying the value `true` for the `presence.evaluate-presence` configuration option.
9. To enable agents to perform a Single Step Conference, in the `interaction-workspace` section, specify the list of targets (`Agent`, `AgentGroup`, `RoutingPoint`, `Contact`, and/or `TypeDestination`) that are enabled in Team Communication for a single-step conference by using the `intercommunication.voice.single-step-conference-enabled` configuration option.
10. For small contact centers, where the number of potential transfer targets is low, you can configure Workspace to display all of the possible targets in the Team Communicator when an agent initiates a transfer or conference by searching in the Team Communicator. To enable this functionality, in the `interaction-workspace` section, specify the value `true` for the `teamcommunicator.show-all-internal-targets` configuration option. This option is limited by the value that is specified for the `teamcommunicator.max-size` option.

> **Important**
>
> Genesys strongly recommends that only small contact centers use this option. Agents in large contact centers will experience system performance issues if the `teamcommunicator.show-all-internal-targets` option is enabled.

End

Procedure: Enabling an agent to use Team Communicator to transfer a multimedia interaction to an agent, agent group, or skill by using a strategy

Purpose: To enable an agent to use Team Communicator to transfer a multimedia interaction (E-Mail and Chat) to an agent, agent group, or skill. This procedure is mandatory to transfer to agent groups and skills.

Prerequisites

- A working knowledge of Genesys Administrator or Configuration Manager.
- A working knowledge of Interaction Routing Designer.
- A `WWEWS Cluster` application object exists in the Configuration Database.
- To transfer to skills, you must have skills defined in the Configuration Database.
- To transfer to agent groups, you must have agent groups defined in the Configuration Database.

Start

1. By using Interaction Routing Designer (IRD), configure a routed-based transfer workflow by using these steps:
   a. Create an Interaction Queue/Interaction View pair. The Interaction Queue is used as a part of the workflow; however, Interaction Queues are not available as transfer targets in the agent interface.
   b. Create a routing strategy to process routing-based actions. To help you write the appropriate strategy, Workspace Web Edition adds the following attached data to the interaction:
      - `IW_RoutingBasedOriginalEmployeeId` — The employee ID of the agent who is transferring the interaction.
      - `IW_RoutingBasedTargetId` — The ID (employee ID of another agent, AgentGroup name, Skill name) of the target.
      - `IW_RoutingBasedTargetType` — The type of the target (Agent, AgentGroup, or Skill)
      - `IW_RoutingBasedRequestType` — Informs the strategy of the type of action is to be done. This attached data has only one value available for this release: `OneStepTransfer`
   c. Link the above Queue to the strategy.
   d. Activate the strategy.
2. By using Configuration Manager or Genesys Administrator, set the values of the following configuration options to the Queue that you created in Step 1:
   - `interaction-workspace/intercommunication.email.queue`
   - `interaction-workspace/intercommunication.chat.queue`
3. Depending on the type of target for which you want to use routing-based transfer, use Configuration Manager or Genesys Administrator to set the values of the `intercommunication.chat.routing-based-targets` and `intercommunication.email.routing-based-targets` configuration options as follows:
   - To use Interaction Server to handle agent-to-agent transfer and have all other transfers handled by a strategy, set the values of these options to "" (empty)
   - To use routing-based transfer for Agents, set the values of these options to `Agent`.
   - For agent groups and skills, it is not mandatory to set the routing-based target options because these target always use routing-based transfer.
4. Log out agents and log them back in again.

End

Procedure: Enabling an agent to use Team Communicator to call a contact

Purpose: To enable an agent to use Team Communicator to call a contact that is stored in the Universal Contact Server (UCS).

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server.
- Procedure: Enabling agents to manage contacts.
- Procedure: Provisioning Workspace for the Voice channel.

Start

1. Configure the Team Communicator options in the `interaction-workspace` section of the `WWEWS Cluster` application object.
2. Ensure that the UCS application to which `WWEWS Cluster` is connected is configured to support index searches in the Contact database:
   - Set the `index\enabled` option to `true`.
   - Set the `index.contact\enabled` option to `true`.

   For more details about these settings, refer to the *eServices 8.1 Reference Manual*.

End

Procedure: Creating Corporate Favorites

Purpose: To enable the use of corporate favorites in the Team Communicator.

Administrators must create, edit, and remove favorites by using either Configuration Manager or Genesys Administrator. You can configure the system so that each agent is assigned one or more "quick dial" favorites lists. You do not have to assign the same list of favorites to every agent.

Start

1. By using either Configuration Manager or Genesys Administrator, create a new section and name it with the name of the Corporate Favorite that you want to create.
2. Configure the new Corporate Favorite section to be one of the following types:
   - `Agent`
   - `Agent Group`
   - `Skill`
   - `Routing Point`
   - `Custom Contact`

   The Table **Corporate Favorite Options by Type** defines the Corporate Favorite types and the

mandatory options.

Corporate Favorite Options by Type

Type	Options	Mandatory	Valid values	Example
Agent	type	Yes	Agent	Agent
	id	Yes	<user name of the agent>	User123
	category	Yes	<a semicolon-separated list of category names>	CorporateCategory1;FavoriteAgen
	display-name	No		Jim Brown
Agent Group	type	Yes	AgentGroup	AgentGroup
	id	Yes	<name of the agent group>	Agent Group Meridian
	category	Yes	<a semicolon-separated list of category names>	CorporateCategory1;FavoriteAgen
	display-name	No		Meridian
Skill	type	Yes	Skill	Skill
	id	Yes	<name of the skill>	French
	category	Yes	<a semicolon-separated list of category names>	French Speaking Agents; Mandarin Speaking Agents
	display-name	No		French
Routing Point	type	Yes	RoutingPoint	RoutingPoint
	id	Yes	DN number in the following format <DN>@<SwitchName>	123@MySwitch
	category	Yes	<a semicolon-separated list of category names>	CorpRoutingPoint
	display-name	No		Support
Custom Contact	type	Yes	CustomContact	CustomContact
	category	Yes	<a semicolon-separated list of category names>	External Resources
	firstname	No	<any string>	First
	lastname	No	<any string>	External
	phonenumber	Yes (one or both)	<a semicolon-separated list of phone numbers>	+1555234567890;+5551234543
	emailaddress		<a semicolon-separated list of e-mail addresses>	external1@mail.dom; external2@mail.dom

Type	Options	Mandatory	Valid values	Example
	display-name	No		Angie Davis

3. In the configuration layer, in options of the related section (or Tenant/Agent Group/Agent annexes), configure the following options in the `interaction-workspace` section of agent, agent group, tenant, and/or application annexes:
   - `teamcommunicator.corporate-favorites` -- The list of corporate favorites (quick dial favorites) that are configured in Configuration Server for an Agent, Agent Group, Skill, Routing Point, or Custom Contact in the same tenant as the agent. Favorites that are configured at the agent level take precedence over those that are configured at the agent group level, which take precedence over the tenant level, which takes precedence over the application level.
   - `teamcommunicator.max-size` -- The maximum number of favorites to display to the agent in the Team Communicator drop-down view.

End

Assignment of Favorites

When you create corporate favorites, you assign to them a type that is based on the scope to which it is applied: agent, agent group, tenant, or application. You can create multiple favorites and assign them in a hierarchy. For example, you create four favorites: `fav1`, `fav2`, `fav3`, and `fav4`. You then make the following assignments:

1. application—`teamcommunicator.corporate-favorites="fav1; fav2"`
2. tenant—`teamcommunicator.corporate-favorites="fav4"`
3. agent—`teamcommunicator.corporate-favorites="fav1; fav3"`

The final list of favorites that are assigned to the agent are: `"fav1; fav3"`

Procedure: Enabling an agent to use E-Mail to correspond with a contact

Purpose: To enable an agent to use E-Mail to correspond with a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server and Interaction Server.
- Procedure: Enabling agents to manage contacts.
- A capacity rule that allows Agents to receive e-mail interactions.

Start

1. Configure the E-Mail options in the `interaction-workspace` section of the `WWEWS Cluster` application object.
2. Configure the e-mail queue options in the `email` section that are mandatory for basic e-mail processing:

`email.default-queue` and `email.outbound-queue`.

3. Configure the Workbin options in the `interaction-workspace` section of the `WWEWS Cluster` application object, them), in particular: `workbin.email.in-progress` and `workbin.email.draft`.
4. To control the size of an attachment that agents are allowed to attach to an external e-mail interaction, configure the `email.max-attachment-size` option in the `interaction-workspace` section of the `WWEWS Cluster` application object.
5. To control the total size of attachments that agents are allowed to attach to an external e-mail interaction, configure the `email.max-attachments-size` option in the `interaction-workspace` section of the `WWEWS Cluster` application object.

End

Procedure: Enabling an agent to use Chat to chat with a contact

Purpose: To enable an agent to use the Chat channel to handle inbound chat interactions from a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server and Interaction Server.
- Procedure: Enabling agents to manage contacts.
- A capacity rule that allows Agents to receive chat interactions.

Start

1. Configure the Chat options in the `interaction-workspace` section of the `WWEWS Cluster` application object.
2. To enable Chat transfer *without* a strategy, in the Chat Media Type Object, set the value of the `delivering-timeout` option to 20 seconds or less.

End

Procedure: Enabling an agent to use Facebook to correspond with a contact

Purpose: To enable an agent to use the Facebook channel to handle inbound Facebook interactions from a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server and Interaction Server.
- Procedure: Enabling agents to manage contacts.
- A capacity rule that allows Agents to receive Facebook interactions.

Start

1. Configure the Facebook options in the `interaction-workspace` section of the `WWEWS Cluster` application object.
2. Configure the Facebook queue options in the `interaction-workspace` section that are mandatory for basic Facebook processing: `facebook.default-queue` and `facebook.outbound-queue`.
3. Configure the Workbin options in the `interaction-workspace` section of the `WWEWS Cluster` application object, them), in particular: `workbin.facebook.in-progress` and `workbin.facebook.draft`.

End

Procedure: Enabling an agent to use Twitter to correspond with a contact

Purpose: To enable an agent to use the Twitter channel to handle inbound Twitter interactions from a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server and Interaction Server.
- Procedure: Enabling agents to manage contacts.
- A capacity rule that allows Agents to receive Twitter interactions.

Start

1. Configure the Twitter options in the `interaction-workspace` section of the `WWEWS Cluster` application object. To enable the Twitter channel, configure the `privilege.twitter.can-use` configuration option.
2. To specify whether or not a Twitter interaction is automatically accepted when a Interaction Server Invite event is received, configure the twitter.auto-answer option.

End

Procedure: Enabling an agent to use Agent Workbins

Purpose: To enable an agent to use Agent Workbins to receive and/or store contact interactions for future processing.

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server and Interaction Server.
- Procedure: Enabling agents to manage contacts.

Start

1. Use Genesys Interaction Routing Designer (IRD) or Genesys Composer to create a Workbin.
2. In Genesys Administrator, declare the Workbin in the `interaction-workspace` section of the `Options` tab of the `WWEWS Cluster` application object, following the generic rule:
   `workbin.<media_type>.<workbin-nick-name>=<workbin-script-name>`
   Refer to the Workbin configuration option reference for a list of Workbin options and a description of how to configure them.

End

Procedure: Enabling agents to manage contact history

Purpose: To enable an agent to view and update the e-mail and chat interaction history of a contact.

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server.

Start

1. Configure the Contact options in the `interaction-workspace` section of the `WWEWS Cluster` application object.
2. Enable an index search on contacts to enable searches on contact interactions. For more information about enabling index searches, refer to the *eServices 8.1 User's Guide*.

End

Procedure: Enabling an agent to use disposition codes

Purpose: To enable an agent to specify the outcome (disposition) of an interaction.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` application object exists in the Configuration Database.
- The agent object is configured to use one or more of the following media channels:
  - Voice
  - E-Mail
  - Chat
  - Facebook
  - Twitter

Start

1. In Genesys Administrator, create or update a Business Attribute in the tenant that contain(s) your

agents.

- The Type of the Business Attribute is `Interaction Operation Attributes`.
- The Attribute values are the codes that are available for the agent:
  - `name`—Used in attached data.
  - `display name`—Used in the Agent interface.

2. In the `interaction-workspace` section, set the value of the `interaction.disposition.value-business-attribute` option to the name of the Business Attribute that you previously configured.
3. Configure the following Interaction options in the `interaction-workspace` section of the `WWEWS Cluster` object:

- `interaction.disposition.is-mandatory`
- `interaction.disposition.is-read-only-on-idle`
- `interaction.disposition.key-name`
- `interaction.disposition.use-attached-data`
- `interaction.disposition.value-business-attribute`

End

Procedure: Enabling an agent to edit case information

Purpose: To enable an agent to edit the contents of case information.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `WWEWS Cluster` object exists in the Configuration Database.
- One or more custom Case Information Business Attributes in the Configuration Layer.

Start

1. In Genesys Administrator, open a Case Information Business Attribute.
2. In the Attributes Values tab, open the attribute value that you want to enable Agent to edit.
3. Select the Options tab.
4. Add a new section named `interaction-workspace`.
5. Configure the option according to the values in the Editing Case Information table.
6. Save your updates.

End

Handling Interactions

Workspace supports the following interaction types:

- Voice
- E-Mail
- Chat
- Social Media:
  - Facebook
  - Twitter

Workspace also supports the following functionality for various interaction types:

- Workbins
- Standard Response Library

Voice Interactions

Workspace employs the following Voice channel functions:

- Make Call
- Release Call (End Call)
- Hold Call
- Resume Call (Retrieve Call)
- Mark done
- Set Disposition
- Send DTMF (Keypad)
- Transfer
- Consult
- Conference

You 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.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 Deployment 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.
- `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.

E-Mail Interactions

Workspace enables agents to handle e-mail interactions, including the following functionality:

- Reply to inbound e-mails (with or without the original text)
- Create new outbound e-mails
- Check the spelling of an outbound e-mail
- Apply a signature to an outbound e-mail
- Store e-mails in a workbin
- Transfer an e-mail to an internal target
- Set a disposition code
- Mark the interaction as Done
- View and copy links to non-embedded images in inbound and outbound e-mail interactions
- View and insert Standard Responses
- Paste content from browsers and other applications that display HTML

- Paste images from browsers and other applications that display HTML

Workspace enables the following E-mail interaction capabilities:

- Decline an interaction
- Release an interaction
- Move an interaction to a Workbin
- Reply to an interaction
- Reply All to an interaction
- Add Attachments to an interaction
- Send an interaction
- Save an interaction
- Delete an interaction

The following are mandatory options for correct e-mail interaction handling:

- `privilege.email.can-use` — Mandatory to use the e-mail channel. When the value of this option is set to `true`, the agent is permitted to use the E-mail channel.
- `email.default-queue` — Specifies the default queue for e-mail interactions.
- `email.outbound-queue` — Specifies the default queue for e-mail interactions.
- `workbin.email.draft` — Specifies the name of the Workbin to be used to store draft e-mails
- `workbin.email.in-progress` — Specifies the workbin to be used to store e-mails which are in the `In Progress` state.

You can also use the following options for e-mail interaction handling:

- `email.from-addresses` — Specifies a character string that specifies the name of the Business Attribute which contains the Attribute Values that are used as available addresses. These come from the addresses of e-mail interactions.
- `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.

Signatures

Workspace enables you to assign default signature templates to outbound e-mail interactions. E-mail signatures allow the insertion of tagged-data fields with data that is related to the agent, such as name, job title, department, phone number, e-mail address, and so on. Refer to "Using UCS Data in Standard Responses: System Variables" in the "Genesys Knowledge Management: Basics" chapter of the eServices User's Guide for more information about the tagged data field. Signatures also support linked image(s) and hyperlinks.

Use the `email.signature.line-<n>` configuration option in the `interaction-workspace` section to specify the path and name of the signature file or the location of the Response in the Standard Response Library that is to be used as the default signature.

> **Tip**
> This option can be overridden by a routing strategy based on the attached data of the interaction.

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 Deployment 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.

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 Deployment 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.

- facebook.prompt-for-done — Specifies if the application prompts a confirmation message when the user clicks Done. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.
- 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.

Twitter Interactions

Workspace supports the following functionality for Twitter 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 Twitter interactions:

- privilege.twitter.can-use — Enables agent to use the Twitter channel.
- twitter.auto-answer — Specifies whether a Twitter interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.
- 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.

Workbins

A workbin is like a shared queue for Agents, Places, Agents Groups, and Places Groups, in which an agent, supervisor, or manager can store e-mail and other multimedia interactions that are to be handled later. However, unlike with a queue, interactions that are stored in a workbin can be accessed in any order; interactions can be assigned to agents, places, agent groups, or place groups. Items that are stored in a workbin are owned by the owner of the workbin. Open interactions can be added to a Workbin to be saved for future processing or collaborative processing by the agent, place, agent group, or place group.

You use the following options in the `interaction-workspace` section to configure Workbins:

- `workbin.email.draft` — The name of the workbin to be used to store draft e-mail interactions.
- `workbin.email.in-progress` — The name of the workbin that is to be used to store inbound e-mail interactions for later processing, after an agent explicitly saved the e-mail interaction or submitted an outbound reply.
- `workbin.facebook.draft` — The name of the workbin to be used to store a draft Facebook post.
- `workbin.facebook.in-progress` — The name of the workbin that is to be used to store inbound Facebook posts for later processing, after an agent explicitly saves the Facebook post or submits an outbound reply.
- `workbin.twitter.draft` — The name of the workbin to be used to store a draft Twitter post.
- `workbin.twitter.in-progress` — The name of the workbin that is to be used to store an inbound Twitter post for later processing, after an agent explicitly saves the Twitter post or submits an outbound reply.

Standard Responses Library

The Standard Responses Library (SRL) enables you to access a database of prewritten standard responses for interactions. Agents can insert these responses as replies into any e-mail or chat message.

Agents can modify the contents of a standard response after inserting it into an e-mail interaction or chat message.

To use the Standard Responses Library, you must set up the multimedia feature in HTCC, by using the `features-definition.json` file.

Enabling Agents to View KPIs and Contact Center Statistics

You can configure Workspace Web Edition to display Key Performance Indicators (KPIs) and Contact Center Statistics in the Workspace Web Edition interface so that your agents can receive warnings and errors based on their statistics.

> **Important**
> KPIs and Statistics are reported only for the voice channel.

Web Service reports statistics based on the statistic names that you specify in the `statistics.yaml` file. You must configure the statistic names in the `WWEWS Cluster` application object by using Genesys Adminstrator (or Configuration Manager).

> **Important**
> The name of the statistic **must** correspond to the value of `statistic-name` in the `statistics.yaml` file. Workspace does not support real-time statistics for mixed media (voice/eServices) environments. If a mixed media environment is used, voice statistics are not accurate.

statistics.yaml Setup

The statistics that are specified in the `statistics.yaml` file define which statistics and object types Web Services requests from Stat Server. A default `statistics.yaml` file is included with Workspace Web Edition & Web Services. It contains all of the statistics that Web Services needs internally as well as those that are required by the agent and supervisor applications.

The `statistics.yaml` file is located in the main Web Services `config` folder (this is defined by the `config.path` variable, which is set to `/opt/jetty/genconfig` by default on the ubuntu voice machine).

The following is an example entry in the `statistics.yaml` file which demonstrates how it maps to the section in configuration server.

```
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
```

```
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallOutbound
    subject: DNAction
```

The following is an example of a `statistics.yaml` :

statistics.yaml**[+]**

```
#internal stats
name: CurrentTargetState
statisticDefinitionEx:
    category: CurrentTargetState
    mainMask: '*'
    subject: DNStatus
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
objectType: AGENT
notificationMode: IMMEDIATE
notificationFrequency: 0
---
name: CurrentAgentState
notificationFrequency: 0
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
    category: CurrentState
    mainMask: '*'
    subject: DNAction
---
#queue
name: Total_Answered
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallAnswered
    subject: DNAction
---
name: Total_Abandoned
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallAbandoned
    subject: DNAction
---
name: Current_In_Queue
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: CallWait
    subject: DNAction
---
```

```
name: CurrMaxCallWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: CurrentMaxTime
    mainMask: CallWait
    relativeMask: CallWait
    subject: DNAction
---
name: AverageWaitingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: QUEUE
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallWait
    relativeMask: CallWait
    subject: DNAction
---
#Skill AG
name: CurrentNotReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: AfterCallWork, NotReadyForNextCall
    subject: AgentStatus
---
name: CurrentReadyAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: WaitForNextCall
    subject: AgentStatus
---
name: CurrNumberInCall
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, CallRinging,
CallDialing
    subject: AgentStatus
---
name: CurrentNumberLoggedInAgents
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentNumber
    mainMask: '*,~LoggedOut,~NotMonitored'
    subject: AgentStatus
---
name: LongestIdleTime
notificationFrequency: 10
notificationMode: PERIODICAL
```

```
objectType: SKILL_AG
statisticDefinitionEx:
    category: CurrentMaxTime
    mainMask: WaitForNextCall
    subject: AgentStatus
---
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: SKILL_AG
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
    relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNStatus
---
#agent
name: AverageHandlingTime
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: AverageTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, AfterCallWork
    relativeMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNStatus
---
name: Productivity
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: AverageNumberPerRelativeHour
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInbound,CallOutbound,CallInternal,CallConsult,CallUnknown
    relativeMask: '*,~LoggedOut,~NotMonitored'
    subject: AgentStatus
---
name: InboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInbound
    subject: DNAction
---
name: InternalCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallInternal
```

```
    subject: DNAction
---
name: OutboundCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallOutbound
    subject: DNAction
---
name: ConsultCalls
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalNumber
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallConsult
    subject: DNAction
---
name: ReadyDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: WaitForNextCall
    subject: AgentStatus
---
name: WrapDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: AfterCallWork
    relativeMask: AfterCallWork
    subject: AgentStatus
---
name: TalkDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask: CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound
    subject: DNAction
---
name: HoldDuration
notificationFrequency: 10
notificationMode: PERIODICAL
objectType: AGENT
statisticDefinitionEx:
```

```
    category: TotalAdjustedTime
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
    mainMask:
CallOnHoldInbound,CallOnHoldOutbound,CallOnHoldInternal,CallOnHoldConsult,CallOnHoldUnknown
    subject: DNAction
---
#service level
name: ServiceLevel
statisticDefinitionEx:
    category: ServiceFactor1
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00+1:00"
    timeRangeLeft: 0
    timeRangeRight: 120
    timeRangeLeft2: 0
    timeRangeRight2: 10
objectType: QUEUE
notificationMode: PERIODICAL
notificationFrequency: 10
---
name: ServiceLevel
statisticDefinitionEx:
    category: ServiceFactor1
    subject: DNAction
    intervalType: GrowingWindow
    dynamicTimeProfile: "0:00+1:00"
    timeRangeLeft: 0
    timeRangeRight: 120
    timeRangeLeft2: 0
    timeRangeRight2: 10
objectType: SKILL_Q
notificationMode: PERIODICAL
notificationFrequency: 10
```

Statistics Reporting Setup

Genesys Web Services uses several statistics internally to support contact availability and also provides a default set of statistics that are displayed in the agent interface.

Genesys Web Services Node Configuration

The value of the `nodeId` property must be set in the `server-settings.yaml` file. The value of this option must be a unique identifier for each node in a Genesys Web Services cluster. All nodes that share the same Cassandra storage read the contact centers that require statistics and divide the monitoring tasks among the nodes.

Statistics Time-to-Live

You can define the time-to-live for statistic storage in `server-settings.yaml` file by using the `statisticsTTL` property. If this optional parameter is not defined, the default value of `86400` (24 hours) is used. This property defines the interval of time for which the value of the statistics are stored.

Configuring KPIs and Statistics for Workspace Web Edition

To display statistics (KPIs) in the My Statistics tab of the Workspace Web Edition interface, you must specify at least one statistic in the `kpi.displayed-kpis` option.

- The `kpi.displayed-kpis` option is configured in the `interaction-workspace` section in the `WWEWS Cluster` application.
- The value of this option is a coma-separated list of section names defined in the `WWEWS Cluster` application. Each section has an option named `statistic-name` that corresponds to a statistic that is defined in the `statistics.yaml` file and depends on what is supported by your Stat Server application. Specify the statistics in the order in which you want the statistics to be displayed in the Workspace interface.

To display contact center statistics in the Contact Center Statistics tab of the Workspace Web Edition interface, you must specify at least one statistic in the `statistics.displayed-statistics` option.

- The `statistics.displayed-statistics` option is configured in the `interaction-workspace` section in the `WWEWS Cluster` application.
- The value of this option is a coma-separated list of section names defined in the `WWEWS Cluster` application. Each section has an option named `statistic-name` that corresponds to a statistic that is defined in the `statistics.yaml` file, and depends on what is supported by your Stat Server application. Specify the statistics in the order in which you want the statistics to be displayed in the Workspace interface.

> **Important**
>
> The statistics and KPIs that are in the `statistics.yaml` file are the only statistics and KPIs that are currently supported by Workspace. Genesys recommends that you do not modify the `statistics.yaml` file.

The following attributes are available for each statistic that you specify in the related section:

- measurement-unit — an optional display value
- statistic-name — the name of the statistic to be displayed. This must correspond to the value of the `name` attribute in the `statistics.yaml` file.
- warning-level-high — (optional) the maximum value of the statistic before a warning is raised. No warnings below this value.
- warning-level-low — (optional) the minimum value of the statistic before a warning is raised. No warnings above this value.
- error-level-high — (optional) the maximum value of the statistic before an error is raised. No errors below this value.
- error-level-low — (optional) the minimum value of the statistic before an error is raised. No errors above this value.
- worst-value-high — (optional) the maximum value of the statistic before a critical error is raised.
- worst-value-low — (optional) the minimum value of the statistic before a critical error is raised.

The following is an example of a KPI section called `KPI-OutboundCalls` that you can define for the `OutboundCalls` statistic in the `WWEWS Cluster` options by using Configuration Manager:

```
[KPI-OutboundCalls]
description=Total number outbound calls
statistic-name=OutboundCalls
warning-level-low=4
```

To display this KPI in the My Statistics tab, set the value of the `kpi.displayed-kpis` option to `KPI-OutboundCalls`.

The following is an example of a Contact Center Statistic section called `CC-AverageWaitingTime` that you can define for the `AverageWaitingTime` statistic in the `WWEWS Cluster` options by using Configuration Manager:

```
[CC-AverageWaitingTime]
statistic-name=AverageWaitingTime
```

To display this statistic in the Contact Center Statistics tab, set the value of the `statistics.displayed-statistics` option to `CC-AverageWaitingTime`.

The following is an example of a configuration (`.cfg`) file that is related to a statistics configuration for the options in a `WWEWS Cluster` object that is exported from Configuration Manager:

statistics-kpi.cfg**[+]**

```
[CC-AverageWaitingTime]
statistic-name=AverageWaitingTime

[CC-Current_In_Queue]
statistic-name=Current_In_Queue

[CC-CurrMaxCallWaitingTime]
statistic-name=CurrMaxCallWaitingTime

[CC-ServiceLevel]
statistic-name=ServiceLevel

[CC-Total_Abandoned]
statistic-name=Total_Abandoned

[CC-Total_Answered]
error-level-high=15
error-level-low=2
statistic-name=Total_Answered
warning-level-high=10
warning-level-low=4

[CCStat-CurrentTargetState]
statistic-name=CurrentTargetState
statistic-type=DNStatus

[interaction-workspace]
kpi.displayed-kpis=KPI-InternalCalls,KPI-OutboundCalls,KPI-InboundCalls,KPI-
CurrentTargetState,KPI-CurrNumberInCall
statistics.displayed-statistics=CC-AverageWaitingTime,CC-Current_In_Queue,CC-
CurrMaxCallWaitingTime,CC-ServiceLevel,CC-Total_Abandoned,CC-Total_Answered,CCStat-
CurrentTargetState

[KPI-CurrentTargetState]
```

```
statistic-name=CurrentTargetState

[KPI-CurrNumberInCall]
statistic-name=CurrNumberInCall

[KPI-InboundCalls]
error-level-high=15
error-level-low=2
statistic-name=InboundCalls
warning-level-high=10
warning-level-low=4

[KPI-InternalCalls]
statistic-name=InternalCalls

[KPI-OutboundCalls]
statistic-name=OutboundCalls
```

Stat Server Configuration

Any Stat Server application in a Genesys environment to which the Web Services node/cluster will connect must include a set of statistic definitions that match those that are specified in the `statistics.yaml` file.

- Only Agent Statistics and Skills Statistics should be specified for KPIs.
- Only Queue Statistics should be specified for Contact Center Statistics.

Enabling Agents To Manage Contacts

Procedure: Enabling agents to manage contacts

Purpose: To enable an agent to view and manage contact information.

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server.
- The `WWEWS Cluster` application has a connection to Interaction Server.
- The agent object is configured to use one or more of the following media channels:
  - E-Mail
  - Chat
  - Facebook
  - Twitter

Start

1. In the `feature-definition.json` file, enable the `api-multimedia` feature.
2. Configure the Contact options in the `interaction-workspace` section of the `WWEWS Cluster` application object.

End

Procedure: Enabling the Contact Directory and Contact History

Purpose: To enable an agent to use the Contact Directory and Contact History views.

This functionality enables agents to search the contact data base, create new contacts, and delete existing contacts.

The Contact Directory supports two views, a grid and a list.

Prerequisites

- A working knowledge of Genesys Administrator.
- The `WWEWS Cluster` application object exists in the Configuration Database.
- The `WWEWS Cluster` application has a connection to Universal Contact Server.

Start

- Configure the Contact options in the `interaction-workspace` section.

End

Customer Case

The concept of a Customer Case enables the grouping of all the information about the active interactions of all types for a single customer in one location. The Customer Case facilities enable agents to store all information about the following actions in one location, as well as:

- Handle two voice calls simultaneously.
- Toggle between two calls.
- Transfer/conference one or all interaction(s).

Evolution and Behavior of Attached Data or Case Data

Attached data that is relevant to a call evolves and changes as a call progresses through the system in a contact center. For example, during a Transfer or Conference, information about who transferred a call and when, is attached to the case data.

Editing Case Information

You can configure Workspace Web Edition to have the ability to edit the case and interaction information that is attached to an interaction. You can specify which key-value pairs are editable by an agent by adding a new section called `interaction-workspace` to the attribute of the key-value pair in Genesys Administrator, and then defining its properties. When you define the properties of an attribute in a Business Attribute, you can also specify whether it has the property `readonly` or not. Attributes that are not `readonly` can be edited by agents.

An agent can only edit case information key-value pairs of those attributes that are displayed to the agent. The table **Editing Case Information** lists the case information business-attribute keys that can be configured to be editable. For each key-value pair attribute, add a new section named `interaction-workspace`, then define the options according to the type (Boolean, string, integer, list, float, and date) of the attribute.

Editing Case Information

Attribute type	Option	Valid Values	Default Value	Description
Boolean	display-type	bool	bool (for this type)	
	read-only	true, false	true	Specifies whether this key name can be modified
	bool.default-value			
	bool.false-value		false	Value accepted for false
	bool.true-value		true	Value accepted for true
string	display-type	string	string (for this type)	

Attribute type	Option	Valid Values	Default Value	Description
	read-only	true, false	true	Specifies whether this key name can be modified
	string.default-value			
	string.max-length	0 to Max Length	255	Maximum number of characters that are accepted for this option
integer	display-type	int	int (for this type)	
	read-only	true, false	true	Specifies whether this key name can be modified
	string.default-value			
	int.min-value	integer	0	Minimum value accepted
	int.max-value	integer	9007199254740992	Maximum value accepted
	int.storage-type	in or string	string	Type storage of the value
enum	display-type	enum	enum (for this type)	
	read-only	true, false	true	Specifies whether this key name can be modified
	enum.default-value			
	enum.business-attribute	(link to business attributes)	(none)	Link to a business attribute that defines the enum value. Items in this list are sorted alphabetically.
float	display-type	float	float (for this type)	
	read-only	true, false	true	Specifies whether this key name can be modified
	float.default-value			
	float.min-value	float	0	Minimum value accepted
	float.max-value	float	1.7976931348623157e308	Maximum value accepted
date	display-type	date	date (for this type)	The date is stored in the UTC format:

Attribute type	Option	Valid Values	Default Value	Description
				YYYY-MM-DDThh:mm:ssTZD (refer to http://www.w3.org/TR/NOTE-datetime). The display is based on the local from the browser.
	read-only	true, false	true	Specifies whether this key name can be modified

Displaying Active URLs in Case Information

You can configure Interaction Workspace Web Edition to render some key-values as clickable hyperlinks in the Case Information area and also enable previewing of web pages by tooltip on the clickable hyperlinks.

Use the following configuration option to control the way that hyperlinks are displayed (whether they are active or not) and to enable the display of a tooltip that displays a preview of the web page.

- `expression.url`--The option is configured by default to display most valid URLs as clickable hyperlinks.

To control the display of hyperlinks in the Case Information area, format the attached data:

- If the attached data contains a raw URL, the hyperlink will be displayed as a raw URL (for example, http://<your web site>).
- If the attached data is formatted in the following way, the TITLE is displayed as a clickable hyperlink, and the target is the URL:
  - <a href="URL" title="TITLE" />
  - <a href="URL">TITLE<a/>

Add Key-Value Pair to the Case Information

You can enable the ability to edit the case information to add key-value pairs that are missing from the case information. For example, the country or region contact information might be missing. If the agent obtains this information, the agent can edit the Case Information view to add the data value.

Prerequisite:

- To enable a key to be added, the key must be configured as editable (refer to Editing Case Information).

ActionCodes

Workspace Web Edition provides "reasons" with which agents can specify details about their NotReady status, for instance: *Lunch*, *15 minute break*, *Appointment*, *Meeting*, etc.

Action Codes - NotReady

`Action Code` objects of type `NotReady` must be set up in the Configuration Layer.

Example: Use *either* Configuration Manager or Genesys Administrator for this procedure:

Using Configuration Manager

Purpose: Create an ActionCode of type NotReady in Configuration Manager. **Start of Procedure**

1. Open Configuration Manager
2. Go to the appropriate Tenant
3. Navigate to `Action Codes` Folder
4. Right-click > `New` > `Action Code` **OR** `File` > `New` > `Action Code`
5. For **Name**, change it to an appropriate name (example: *Lunch Break*)
6. **Tenant** should already be populated with the tenant name
7. For **Type**, select `Not Ready`
8. For **Code**, choose a relevant code for reporting purposes.

   *Note that codes must be unique within each **Type***
9. Click **Apply** or **OK**

End of Procedure

Using Genesys Administrator

Purpose: Create an ActionCode of type NotReady in Genesys Administrator. **Start of Procedure**

a. Open Genesys Administrator
b. Navigate to Provisioning > Desktop

c. Click `Action Codes`
d. Click `New`
e. For **Name**, change it to an appropriate name (example: *Lunch Break*)
f. **Tenant** should already be populated with the tenant name
g. For **Type**, select `Not Ready`
h. For **State**, ensure it is clicked as `Enabled`
i. For **Code**, choose a relevant code for reporting purposes.

   *Note that codes must be unique within each **Type***

j. Click **Save & Close**

End of Procedure

Configuration Options

It is not mandatory to set the values of the following configuration options. All options have default values.

To override options based on Attached Data an Transaction object, see the Overriding Configuration Options topic. All options supporting this feature, have in the description: "This option can be overridden by a routing strategy as described in this Deployment Guide."

To use these configuration options, use Genesys Administrator (or in Configurations Manager) to add the `interaction-workspace` section to the `WWEWS Cluster` application object, then create the configuration options that you want to use in the `interaction-workspace` section.

Agent status

agent-status.enabled-actions-by-channel

- Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff
- Valid Values: Comma-separated list of action names from the following list: Ready, NotReady, NotReadyReason, AfterCallWork, Dnd, LogOn, LogOff.
- Changes take effect: When the session is started or restarted.
- Description: Defines the available agent state actions in the My Channels contextual menu. The actions are displayed in the order in which they appear in the list.

agent-status.enabled-actions-global

- Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff
- Valid Values: Ready, NotReady, NotReadyReason, AfterCallWork, Dnd, LogOff
- Changes take effect: When the session is started or restarted.
- Description: Defines the available agent states in the global Status menu. The agent state commands are displayed in the order in which they appear in the list.

Application

alert.timeout

- Default Value: 10
- Valid Values: An integer value greater than or equal to 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the duration, in seconds, that contextual warning messages are displayed in the windows of the application.

application.wiki-help-site

- Default Value: http://www.genesyslab.info/wiki/
- Valid Values: A valid url.
- Changes take effect: When the session is started or restarted.
- Description: Path to the Workspace Web Edition Help. By default the help documentation is located on the Genesys Documentation website. You might have to create an exception for this URL in your firewall to enable agents to access the help. If you do not want to allow your agents to access the help stored on the Genesys Documentation website, you can request a PDF of the help document, which you can load locally.

system.cometd.timeout

- Default Value: 60000
- Valid Values: An integer value greater than or equal to 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the duration, in milliseconds, before the session is considered closed when the connection with the server is lost.

system.notif.enabled-websocket

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enable websocket transport.

workspace.web-content

- Default Value: ""
- Valid Values: A comma-separated value list of option section names that correspond to the extension views, for example: Extension1,Extension2,Extention3
- Changes take effect: When the session is started or restarted.
- Description: The list of Web Applications that are configured to be displayed at the Workspace level. Refer to the Procedure: Enabling integration of web applications in the agent interface for information about creating web application objects in the configuration layer.

Case Data

case-data.float-separator

- Default Value: .
- Valid Values: A valid float separator. Typical float separators are: '.' ',' '\'
- Changes take effect: When the session is started or restarted.

- Description: Specifies the float separator that is used for Case data. This option should be used when the decimal symbol in the regional settings of the agent's workstation or browser is different from the one provided by the database.

Chat

chat.agent.prompt-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the prompt for the messages that are entered by the agent in the Chat view.

chat.agent.text-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the text of the messages that are entered by the agent in the Chat view.

chat.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: 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 Deployment Guide.

chat.client.prompt-color

- Default Value: #166FFF
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the text of the messages that are entered by the target client in the Chat view.

chat.client.text-color

- Default Value: #166FFF
- Valid Values: Valid Hexadecimal (HTML) color code

- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the client text in the Chat view.

chat.enable-auto-disconnect

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the chat session is automatically disconnected if the agent is the last party remaining in the chat session.

chat.nickname

- Default Value: $Agent.UserName$
- Valid Values: A string that contains a compilation of characters and field codes from the following list: $Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.FullName$,$Agent.EmployeeId$.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the nickname that is used to join the chat session (presented to the customer) by a string that can contain regular characters and the field codes.
  This option can be overridden by a routing strategy as described in this Deployment Guide.

chat.pending-response-to-customer

- Default Value: 30,50
- Valid Values: <A comma-separated list value: warning time, maximum time>
- Changes take effect: When the session is started or restarted.
- Description: 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.prompt-for-done

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when a user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy as described in this Deployment Guide.

chat.prompt-for-end

- Default Value: false
- Valid Values: true, false

- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when a user clicks End. This option can be overridden by a routing strategy as described in this Deployment Guide.

chat.system.text-color

- Default Value: #8C8C8C
- Valid Values: Valid Hexadecimal (HTML) color code.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the text for system messages in the Chat view.

chat.time-stamp

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the time stamp is displayed in the Chat transcript area.

chat.typing-is-enabled

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether typing notification is enabled. It should be disabled for Chat Server lower than 8.0.1.

chat.typing-timeout

- Default Value: 10
- Valid Values: From 0 to MAXINT
- Changes take effect: When the session is started or restarted.
- Description: Defines the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.

privilege.chat.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent is permitted to use the Chat channel.

Contact

contact.available-directory-page-sizes

- Default Value: 5,10,25,50
- Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the possible values for the number of rows per page in the contact directory search result view.

contact.cache-timeout-delay

- Default Value: 600
- Valid Values: An integer from 1 through 3600.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the delay, in seconds, before the cache of the result of a Universal Contact Server request is cleared.

contact.default-directory-page-size

- Default Value: 10
- Valid Values: An integer from 1 through 50.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the default value for the number of rows per page in the contact directory search result view. The value must be defined in the option `contact.available-directory-page-size`.

contact.directory-default-mode

- Default Value: ListView
- Valid Values: ListView, GridView
- Changes take effect: When the session is started or restarted.
- Description: Specifies which view of the Contact Directory is displayed by default. ListView: Quicker search performance and tokenized search items, but no sort on the result. GridView: Results are sortable result, but the search is less powerful, and the search items are non-tokenized.

contact.directory-displayed-columns

- Default Value: LastName,FirstName,PhoneNumber,EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names -- for example: LastName,FirstName,PhoneNumber,EmailAddress.
- Changes take effect: When the session is started or restarted.

- Description: The list of contact fields that are displayed when the results of a contact search are displayed.

contact.directory-search-attributes

- Default Value: LastName,FirstName,PhoneNumber,EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names that can be used as search parameters.
- Changes take effect: When the session is started or restarted.
- Description: The list of Contact fields that can be used as search parameters.

contact.displayed-attributes

- Default Value: Title,FirstName,LastName,PhoneNumber,EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names.
- Changes take effect: When the session is started or restarted.
- Description: The list of contact fields that are displayed when a Contact record is displayed.

contact.mandatory-attributes

- Default Value: FirstName,LastName
- Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names--for example: LastName,FirstName,PhoneNumber,EmailAddress.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of Contact fields that must be completed for a contact.

contact.multiple-value-attributes

- Default Value: PhoneNumber,EmailAddress
- Valid Values: A comma separated value list of Attribute Value names that correspond to contact field names.
- Changes take effect: When the session is started or restarted.
- Description: A list of contact attributes that can support multiple values.

Contact Center Statistics

statistics.displayed-statistics

- Default Value: An empty string.
- Valid Values: A comma-separated list of Statistic names.
- Changes take effect: When the session is started or restarted.

- Description: Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections. Refer to the Procedure: Enabling Agent View KPIs and Contact Center Statistic for more information.

Email

email.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether an e-mail interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this Deployment Guide.

email.default-queue

- Default Value: An empty string.
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Interaction queue in which new or reply outbound e-mails are submitted.

email.from-addresses

- 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 a character string that specifies the name of the Business Attribute which contains the Attribute Values that are used as available addresses. These come from the addresses of e-mail interactions.

email.html-format

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format of a new outbound e-mail. When set to 'true', new e-mail will be formatted in HTML.

email.include-original-text-in-reply

- Default Value: true

- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the text of the original inbound e-mail is included in the outbound reply e-mail. This option can be overridden by a routing strategy, as described in this Deployment Guide.

email.max-attachment-size

- Default Value: 0
- Valid Values: A positive integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum number of megabytes of one file that agents can attach to an external e-mail interaction. The attachment is refused by the system and an error message is displayed to the agent if the size in megabytes of the attached file exceeds this value. The value 0 means that there is no restriction.

email.max-attachments-size

- Default Value: 0
- Valid Values: A positive integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum number of total megabytes of files that agents can attach to an external e-mail interaction. An error message is displayed to the agent if the total number of megabytes for all attached files exceeds this value. The value 0 means that there is no restriction.

email.outbound-queue

- Default Value: An empty string.
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Interaction Queue in which outbound e-mails are placed when agents click 'Send' or 'Send Interim'. This options is used only when Interaction Workflow does not set 'Queue for New Interactions' when it is routing Inbound E-mails to Agents.

email.prompt-for-done

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when the user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in this Deployment Guide.

email.quote-char

- Default Value: >
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: For outbound e-mail that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound e-mail interaction in the outbound e-mail interaction body.

email.quote-header

- Default Value: On <date>, <contact> wrote:
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the character string that is used to introduce the quoted inbound e-mail content in the body of the outbound e-mail. The following tags can be used: <contact>, <date>. These tags are replaced respectively by the contact name and the date and time of the interaction when they appear in the outbound e-mail.

email.reply-format

- Default Value: auto
- Valid Values: auto, html, plain-text
- Changes take effect: When the session is started or restarted.
- Description: Specifies the format of an outbound e-mail reply:
  - auto: outbound e-mail reply format is the same as corresponding inbound e-mail.
  - html: outbound e-mail reply format is forced to html.
  - plain-text: outbound e-mail reply format is forced to plain text.

email.reply-prefix

- Default Value: Re:
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the reply-prefix that is added to subject of the inbound e-mail.

email.signature.line-<n>

- Default Value: An empty string.
- Valid Values: Any valid character string.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the row number of the signature by a string that can contain regular characters

and the following field codes: $Agent.LastName$,$Agent.FirstName$,$Agent.FullName$. <n> is starting at 0. This option can be overridden by a routing strategy as described in this Deployment Guide.

privilege.email.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value of this option is set to `true`, the agent is permitted to use the E-mail channel.

Expression

expression.phone-number

- Default Value: ^[\(\)\-\.\+\d\s*#]*[0-9]+[\(\)\-\.\+\d\s*#]*$
- Valid Values: A regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the regular expression that identifies a phone number in the chat or SMS transcript. This option can be overridden by a routing strategy as described in this Deployment Guide.

expression.phone-number.supported-characters

- Default Value: 0123456789+
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. All special characters that are valid Windows file names.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the characters that are permitted when building a request to the T-Server that relies on a phone number. Any other characters from the original string coming from the User Interface are removed. This option can be overridden by a routing strategy as described in this Deployment Guide.

Facebook

facebook.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: 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 the Deployment Guide.

facebook.comments-pagination-size

- Default Value: 2
- Valid Values: Any positive integer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the number of comments are initially displayed and then added when Show More is clicked.

facebook.default-queue

- Default Value: Facebook Outbound Queue
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: 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

- Default Value: Facebook Outbound Queue
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

facebook.prompt-for-done

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when the user clicks Done. This option can be overridden by a routing strategy, as described in the Deployment Guide.

privilege.facebook.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When the value of this option is set to true, the agent is permitted to use the Facebook channel.

Interaction

interaction.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 interaction. The CaseData key enables the display of the attached data that is defined by the `interaction.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 Deployment Guide.

interaction.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 interaction.
  This option can be overridden by a routing strategy as described in this Deployment 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 `interaction.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 `interaction.case-data.order` option are put at the bottom of the list.

interaction.case-data.frame-color

- Default Value: #FFBA00
- Valid Values: Valid Hexidecimal (HTML) color code.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the border of the Case Data view frame. Examples: #FFBA00 for a Gold color, #6F7074 for a Silver color, #B8400B for a Bronze color. This option can be overridden by a routing strategy as described in this Deployment Guide.

interaction.case-data.header-foreground-color

- Default Value: #15428B
- Valid Values: Valid Hexidecial (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the foreground of the Case Data view header. Example #FFFFFF for white color. This option can be overridden by a routing strategy as described in this Deployment Guide.

interaction.disposition.is-mandatory

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: 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 as described in this Deployment Guide.

interaction.disposition.is-read-only-on-idle

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Prevents changes to the disposition code after a voice interaction has been released. This option can be overridden by a routing strategy as described in this Deployment Guide.

interaction.disposition.key-name

- Default Value: DispositionCode
- 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 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 as described in this Deployment Guide.

interaction.disposition.use-attached-data

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables the adding of attached data to the interaction in UserEvent. This option can be overridden by a routing strategy as described in this Deployment Guide.

interaction.disposition.value-business-attribute

- Default Value: DispositionCode
- 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 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 as described in this Deployment Guide.

interaction.override-option-key

- Default Value: An empty string.
- Valid Values: An attached data key name (string). The list is provided in the Attached Data in the strategy.
- Changes take effect: When the session is started or restarted.
- Description: Enables the overriding of certain application options by using a transaction object. This option provides the key name of the attached data that contains the list of transaction objects.

interaction.web-content

- Default Value: ""
- Valid Values: A section name corresponding to the web extension view, for example: Search
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Web Application that is configured to be displayed at the Interaction level. Refer to the Procedure: Enabling integration of web applications in the agent interface for information about creating web application objects in the configuration layer.

Intercommunication

intercommunication.chat.queue

- Default Value: An empty string.
- Valid Values: Name of a valid Script object of type Interaction Queue
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the Interaction Queue that is used by the 'routing-based' feature for Chat. The following attached data are added by Worskpace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest

intercommunication.chat.routing-based-actions

- Default Value: OneStepTransfer
- Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of 'routing-based' actions that an agent is allowed to perform.

intercommunication.chat.routing-based-targets

- Default Value: An empty string.
- Valid Values: Blank or a comma-separated list of valid object types from the following list: Agent
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of targets that are contacted through the 'routing-based' mechanism for the

requests that are defined in the option `intercommunication.chat.routing-based-actions`.
Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.email.queue

- Default Value: An empty string.
- Valid Values: The name of a valid Script object of type Interaction Queue
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the Interaction Queue that is used by the 'routing-based' feature for E-Mail. The following attached data are added by Worskpace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest

intercommunication.email.routing-based-actions

- Default Value: OneStepTransfer
- Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of 'routing-based' actions that an agent is allowed to perform.

intercommunication.email.routing-based-targets

- Default Value: An empty string.
- Valid Values: A comma-separated list of valid object types from the following list: Agent
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of targets that are contacted through the 'routing-based' mechanism for the requests that are defined in the option `intercommunication.email.routing-based-actions`.
Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.voice.routing-based-actions

- Default Value: MakeCall,OneStepConference,InitConference,OneStepTransfer,InitTransfer
- Valid Values: A comma-separated list of valid operation names from the following list: MakeCall, OneStepTransfer, InitTransfer, InitConference, OneStepConference.
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of routing-based actions that an agent may perform.

intercommunication.voice.routing-based-targets

- Default Value: An empty string.
- Valid Values: A comma-separated list of valid object types from the following list: Agent, RoutingPoint, TypeDestination.

- Changes take effect: When the session is started or restarted.
- Description: Defines the list of targets that are contacted through the 'routing-based' mechanism for the requests that are defined in the option `intercommunication.voice.routing-based-actions`. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.voice.routing-points

- Default Value: An empty string.
- Valid Values: A call number name in the following format: dn_name
- Changes take effect: When the session is started or restarted.
- Description: Determines the call number that is used by the routing-based feature. The following attached data are added by Worskpace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequest

intercommunication.voice.single-step-conference-enabled

- Default Value: Agent,AgentGroup,RoutingPoint,Contact,TypeDestination
- Valid Values: A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of targets that are enabled in Team Communication for a single-step conference.

KPI

kpi.displayed-kpis

- Default Value: An empty string.
- Valid Values: A comma-separated list of KPI names.
- Changes take effect: When the session is started or restarted.
- Description: Defines the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that are defining the KPIs. Refer to the Procedure: Enabling Agent View KPIs and Contact Center Statistic for more information.

Login Voice

login.voice.auto-not-ready-reason

- Default Value: An empty string.
- Valid Values: A valid NotReady Reason.
- Changes take effect: When the session is started or restarted.
- Description: If the Voice channel is automatically set to NotReady when the agent logs in, this option

defines the NotReady Reason code.

login.voice.is-auto-ready

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the voice channels are in the Ready state at login.

Team Communicator

presence.evaluate-presence

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When this option is set to `true`, to display agent presence in Team Communicator when the agent is displayed in the Team Communicator search results.

teamcommunicator.always-clear-textbox-on-new-interaction

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: When this option is set to `true`, Workspace clears the team communicator search text box when the interaction is initiated by pressing 'Enter' or by clicking on one of the medias of team communicator results. When it is set to false, this option clears the team communicator search text box only when the interaction is initiated by pressing 'Enter'

teamcommunicator.corporate-favorites

- Default Value: ""
- Valid Values: A comma-separated list of favorite names (section names) that are defined in the Workspace application.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of corporate favorites (quick dial favorites) that are configured in the Configuration Server for an Agent, Agent Group, Skill, Routing Point, or Custom Contact. See the Procedure: Creating Corporate Favorites for information about creating Corporate Favorite objects in the configuration layer.

teamcommunicator.custom-favorite-fields

- Default Value: `Category,FirstName,LastName,PhoneNumber,EmailAddress`

- Valid Values: A comma-separated list of valid interaction queue names.
- Changes take effect: When the application is started or restarted.
- Description: The list of fields that are displayed to an agent when adding or editing a favorite that is created from a typed phone number or e-mail address.

teamcommunicator.list-filter-showing

- Default Value: Agent,AgentGroup,RoutingPoint,Skill,Contact
- Valid Values: A comma-separated value list of filter items to be displayed in the team communicator, for example: Agent,AgentGroup,RoutingPoint,Skill,Contact.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

teamcommunicator.max-size

- Default Value: 50
- Valid Values: An integer value from 1 through 50.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum size of the favorites list that is displayed while an agent is displaying favorites or the default list when the value of `teamcommunicator.show-all-internal-targets` is set to `true`.

teamcommunicator.max-suggestion-size

- Default Value: 10
- Valid Values: An integer value from 1 through 50.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

teamcommunicator.recent-max-records

- Default Value: 10
- Valid Values: An integer value from 1 through 50.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the number of recent internal targets to display in the list of recent targets.

teamcommunicator.request-start-timer

- Default Value: 500
- Valid Values: An integer value from 1 through 5000.

- Changes take effect: When the session is started or restarted.
- Description: Specifies the request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

teamcommunicator.show-all-internal-targets

- Default Value: false
- Valid Values: true, false.
- Changes take effect: When the session is started or restarted.
- Description: Specify whether all internal targets are displayed by default in the Team Communicator when an agent is searching for a transfer or conference target, including all Agents, Agent Groups, Skills, and Routing Points.

Team Lead

privilege.teamlead.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to use the agent call monitoring fuctionality.

teamlead.monitoring-scope

- Default Value: call
- Valid Values: Select a value from the following list: agent, call
- Changes take effect: When the session is started or restarted.
- Description: Specifies the scope of monitoring that is to be used for voice interactions. If the value call is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value agent is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

Toast

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 Deployment 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 Deployment 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.

Twitter

privilege.twitter.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: The agent is permitted to use the Twitter channel.

twitter.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a Twitter interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

Voice

privilege.voice.can-one-step-conference

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables instant conferencing of a voice call. Depends on privilege.voice.can-use.

privilege.voice.can-one-step-transfer

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables instant conferencing of a voice call. Depends on privilege.voice.can-use.

privilege.voice.can-send-dtmf

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Enables agents to send DTMF during a voice call. Depends on privilege.voice.can-use.

privilege.voice.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: 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

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables agents to be notified that the current call is monitored by a supervisor.

voice.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether a voice interaction is automatically answered when a EventRinging message is received. This option can be overridden by a routing strategy as described in this Deployment Guide.

voice.mark-done-on-release

- Default Value: false

- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies if an interaction should be closed automatically if a Release message is received. This option can be overridden by a routing strategy as described in this Deployment Guide.

voice.prompt-for-end

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: 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 Deployment Guide.

Workbin

workbin.email.draft

- Default Value: An empty string.
- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the workbin to be used to store draft e-mail.

workbin.email.in-progress

- Default Value: An empty string.
- Valid Values: Specifies the name of a valid Script object of type Interaction Workbin that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is to be used to store inbound e-mail for later processing, after an agent explicitly saved the e-mail or submitted an outbound reply.

workbin.facebook.draft

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is used to store draft Facebook posts.

workbin.facebook.in-progress

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is used to store inbound Facebook posts for later processing, after an agent explicitly saved the Facebook post or submitted an outbound reply.

workbin.twitter.draft

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is used to store draft Twitter posts.

workbin.twitter.in-progress

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
- Changes take effect: When the session is started or restarted.
- Description: The name of the workbin that is used to store inbound Twitter posts for later processing, after an agent explicitly saved the Twitter post or submitted an outbound reply.

Overriding Configuration Options

Modifying a Routing Strategy to Override Configuration Options Based on Attached Data

The following procedure assumes that you know how to configure access permissions for Genesys applications.

Procedure: Modifying a routing strategy to override a configuration option based on attached data

Purpose: To override previously defined configuration options by using a routing strategy.

A Routing Strategy can be used to override configuration options that you have defined by using the hierarchies described in Configuration And Administration By Using Options And Annexes.

Workspace Web Edition uses Transaction Objects of type `object list`. Attach a transaction name or list of transaction names to the interaction in your strategy. The transaction names in the list must be separated by commas. Workspace Web Edition reads the transaction objects at rendering time to override the static options.

Overriding options enables you to change the appearance of interactions per line of business based on a key-value pair that is defined in the annex of Transaction objects. The attached data contains the name of the transaction object(s) to be used for the interaction.

Prerequisites

- Workspace Web Edition & Web Services is deployed
- You have a strategy that routes to your agent workstations.

Start

1. Configure one or more Transaction objects, of type `list`, in Genesys Administrator or Composer, by using the standard approach that is used for other object types in the hierarchy (these rely on the option reference to determine if a particular option can be overridden in a Transaction).
   You can only override options in the `interaction-workspace` section of the `CloudCluster` application. Therefore, you must replicate the `interaction-workspace` section to the annex of the Transaction objects.
2. Configure the option `interaction.override-options` to define the key where the Transaction object(s) are to be listed in attached data.
3. Using either Interaction Routing Designer (IRD) or Composer, edit your routing strategy by adding an "Attach" or "Multi-attach" block that attaches the key value pair that is defined below:
   - key -- The name of the key that you defined in the option set in Step 2.

- `value` -- One or several comma-separated Transaction objects, as defined in Step 1.

End