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Web Services and Applications Configuration Guide

Accessibility

Accessibility

Workspace Web Edition provides the following options for managing accessibility features:

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accessibility.agent-state-change-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the agent state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
 - 0 — play the whole sound once
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

accessibility.dialog-bell

- Default value:
- Valid value: All special characters that are valid URL file path, '|' separator and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the dialog sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - 0 — play the whole sound once
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

accessibility.dialog-error-bell

- Default value:
- Valid value: All special characters that are valid URL file path, '|' separator and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the error alert sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - 0 — play the whole sound once
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

accessibility.focus-on-interaction-toast

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the **Interaction Notification** views receive the focus when they are displayed. This option does not rely on the **accessibility.visual-impairment-profile** option; therefore, it applies to all configured agents, not just visually impaired agents.

accessibility.interaction-state-change-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the interaction state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
 - 0 — play the whole sound once
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

accessibility.<media-type>.focus-on-interaction-toast

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the **Interaction Notification** views associated with the specified media type receive the focus when they are displayed. This option does not rely on the accessibility.visual-impairment-profile option; therefore, it applies to all configured agents, not just visually impaired agents.

accessibility.outbound-campaign-state-change-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the outbound campaign state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is

the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to an MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

accessibility.visual-impairment-profile

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the profile for visually impaired users is active. This option enables users to navigate interface elements from keyboard navigation and tooltips by using a Screen Reader application. Some components might change their behavior in this mode. For example, Team Communicator is collapsed in this configuration.

accessibility.voicemail-message-change-bell

- Default Value:
- Valid Values: All special characters that are in valid URL file path, '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Voice Mail counter change sound-configuration string for new or old messages. For example: 'BELL|7|0'. The value has three components that are separated by the pipe character '|'.
 - Sound file name (BELL, RING, CHORD or WARNING, predefined aliases, or an absolute URL to a mp3 file).
 - Priority level. The higher the integer, the higher the priority.
 - Duration. 0 means to play the whole sound one time. An integer greater than 0 means a time in milliseconds to play and repeat the sound.

accessibility.voicemail-new-message-change-bell

- Default Value:
- Valid Values: All special characters that are valid URL file path, '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Voice Mail counter change sound-configuration string for new messages. For example: 'BELL|7|0'. The value has three components that are separated by the pipe character '|'.
 - Sound file name (BELL, RING, CHORD or WARNING, predefined aliases, or an absolute URL to a mp3 file).
 - Priority level. The higher the integer, the higher the priority.
 - Duration. 0 means to play the whole sound one time. An integer greater than 0 means a time in milliseconds to play and repeat the sound.

accessibility.warning-message-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the warning message sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
 - -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
 - 0 — play the whole sound once
 - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

keyboard.shortcut.interaction.next

- Default Value: Alt+N
- Valid Values: The name of a key or a key combination. A key combination begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the + character.
- Changes take effect: When the session is started or restarted.
- Description: The combination of keys that a user can use as a keyboard shortcut to jump to the next case interaction.

keyboard.shortcut.interaction.previous

- Default Value: Alt+B
- Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the + character.
- Changes take effect: When the session is started or restarted.
- Description: The combination of keys that a user can use as a keyboard shortcut to jump to the previous case interaction.

keyboard.shortcut.jump-to-last-error

- Default Value: Alt+L
- Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the + character.
- Changes take effect: When the session is started or restarted.

- Description: The combination of keys that a user can use as a keyboard shortcut to jump the focus to the last error.