GENESYS™

Web Services and Applications Configuration Guide

Contact

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Contact

[**Modified:** 8.5.202.94]

Workspace Web Edition provides the following options for managing Contacts:

Contents

contact.all-interactions-displayed-columns

[**Modified:** 8.5.202.94]

- Default Value: `Status,Subject,StartDate,EndDate`
- Valid Values: A comma-separated value list of Contact History items to display in the interaction view, such as Status, Subject, StartDate, EndDate, MediaType.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of interaction attributes that are displayed in the result list of the **Interaction Search** view.

contact.all-interactions-quick-search-attributes

- Default Value: `Subject`
- Valid Values: A comma-separated list of valid interaction attribute names, such as `Subject`.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the interaction attributes that are used to search interactions in the **Quick Search** mode of the **Interaction Search** view.

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.date-search-types

- Default Value: `On,OnOrAfter,Before,Between`
- Valid Values: A comma-separated list of the following options:
    - On
    - OnOrAfter

- OnOrBefore

- Before

- Between

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

- Description: Specifies the list of search types that are available for the agent to use to search the contact database by date.

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-enabled-modes

- Default Value: `ListView,GridView`

- Valid Values: A comma-separated value list of views from the following list: `ListView, GridView`.

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

- Description: Specifies which view of the Contact Directory can be selected.

  - `ListView`: Quicker search performance and tokenized search items, but no sort on the result. This view can be enabled only if the 'Contact' index is activated in Universal Contact Server.

  - `GridView`: Results are sortable, but the search is less powerful, and the search items are non-tokenized.

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.history-default-time-filter-main

- Default Value: `1M`
- Valid Values: A value from the following list: `All, 1M, 1W, 1D`
- Changes take effect: When the session is started or restarted.
- Description: Specifies which Time Filter option is selected by default in the **Contact History** view when an agent accesses the main history data source:

  - `All`: All interactions from the main Universal Contact Server (UCS) database.

  - `1M`: Interactions from main UCS database that were created less than 1 month ago.

  - `1W`: Interactions from main UCS database that were created less than 1 week ago.

  - `1D`: Interactions from main UCS database that were created less than 1 day ago.

contact.history-displayed-columns

[**Modified:** 8.5.202.94]

- Default Value: `Status,Subject,StartDate,EndDate,OwnerId`
- Valid Values: A comma-separated value list of Contact History items to display in the interaction view, for example: `Status,Subject,StartDate,EndDate,OwnerId,MediaType`.
- Changes take effect: When the session is started or restarted.

- Description: Defines the list of Contact History items that are displayed in the interaction view.

contact.history-quick-search-attributes

- Default Value: `Subject`

- Valid Description: A comma-separated value list of valid interaction attribute names, for example: `Subject`. Possible searchable attributes are: `BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses`.

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

- Description: Specifies the interaction attributes that are used to search interactions in the quick search mode of the **Contact History** view. These attributes should be text attributes. You can use custom interaction attibutes. For more information, see Making an Attribute Searchable from the Desktop.

contact.history-search-attributes

- Default Value: `Status,StartDate,EndDate,Subject`

- Valid Description: A comma-separated value list of Interaction attributes.

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

- Description: Specifies the list of interaction attributes that an agent can use in **Advanced Search** mode of the **Contact History**, **My History** and **Interaction Search** views. You can also use custom interaction attributes.

contact.history.media-filters

- Default Value: `$AllMedia$,voice,email,chat,twitter,facebook,$OtherMedia$`

- Valid Values: A comma-separated value of valid media type names (`voice, email, chat, twitter, facebook`), `$AllMedia$`, or `$OtherMedia$`

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

- Description: Specifies the list of media types (channels) that can be used to filter the Contact History, My History, and the result list of Interaction Search. The value `$AllMedia$` allows the filter to return any media. The value `$OtherMedia$` allows the filter to return any media not specified by this option.

contact.last-called-agent.enable

- Default Value: `false`

- Possible Values: `true`, `false`

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

- Description: Defines if the last called agent properties are set in the contact when an interaction is presented to the agent. This option is taken into account only when the option contact.last-called-agent.<media-type>.enable is not defined for the applicable media type.

contact.last-called-agent.<media-type>.enable

- Default Value: `false`

- Possible Values: `true`, `false`

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

- Description: Defines if the last called agent properties are set in the contact when an interaction of the corresponding media type is presented to the agent. This option overrides the contact.last-called-agent.enable option. Use the `voice-campaign` media-type to define the look-up behavior for outbound campaign interactions.

contact.lookup.enable

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Activates *Universal Contact Server* (UCS) lookup for contacts when an interaction is presented to an Agent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

> ### Important
>
> This option is overridden by the attached data `IdentifyCreateContact` and the option contact.lookup.<media-type>.enable

contact.lookup.enable-create-contact

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: When this option is `true` and contact.lookup.enable is set to `true`, the *Universal Contact Server* (UCS) will create a contact if the initial search does not find a matching existing contact. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

> ### Important
>
> This option is overridden by the attached data `IdentifyCreateContact` and the contact.lookup.<media-type>.enable-create-contact option.

contact.lookup.<media-type>.enable

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Activates the Workspace features that rely on Universal Contact Server (UCS) for contact lookup when an interaction of the given media type is presented to the agent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

> ### Important
> This option overwrites the contact.lookup.enable option. It is not taken into account when the attached data IdentifyCreateContact is set in the interaction. Use the voice-campaign media-type to define the lookup behavior in the context of outbound campaign interactions.

contact.lookup.<media-type>.enable-create-contact

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When contact lookup is enabled in the context of the current interaction, this option specifies that the *Universal Contact Server* (UCS) will create a contact if the initial search cannot find any existing contact. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

> ### Important
> This option overwrites the contact.lookup.enable-create-contact option. It is not taken into account when the attached data IdentifyCreateContact is set in the interaction. Use the voice-campaign media-type to define the lookup and create behavior in the context of outbound campaign interactions.

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.myhistory-default-time-filter-main

- Default Value: 1M

- Valid Values: A value from the following list: `All`, `1M`, `1W`, `1D`

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

- Description: Specifies which Time Filter option is selected by default in the **My History** view when an agent accesses the main history data source:

  - `All`: All interactions from the main Universal Contact Server (UCS) database.

  - `1M`: Interactions from main UCS database that were created less than 1 month ago.

  - `1W`: Interactions from main UCS database that were created less than 1 week ago.

  - `1D`: Interactions from main UCS database that were created less than 1 day ago.

contact.myhistory-displayed-columns

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- Default Value: `Status,Subject,StartDate,EndDate`

- Valid Values: A comma-separated value list of Contact History items to display in the interaction view **MyHistory**. For example: `Status, Subject, StartDate, EndDate, MediaType`

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

- Description: Defines the list of Contact History items that are displayed in the **MyHistory** view.

contact.myhistory-quick-search-attributes

- Default Value: `Subject`

- Valid Values: A comma-separated value list of valid interaction attribute names, for example: `Subject`. Possible searchable attributes: `BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses`

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

- Description: Specifies the interaction attributes that are used to search interactions in the quick search mode of the **My History** view. These attributes must be text attributes. You can use custom interaction attibutes. For more information, see Making an Attribute Searchable from the Desktop.

contact.ucs-interaction.<media-type>.enable-create

- Default Value: `true`

- Valid Values: `true, false`

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

- Description: Activates the Workspace Web Edition feature that generates the interaction history in Universal Contact Server (UCS) for Open Media Workitem interactions. This option can be overridden by a routing strategy as described in Overriding Options by Using a Routing Strategy.

contact.ucs-interaction.voice-campaign.enable-create

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Activates the Workspace Web Edition feature that generates interaction history in the Universal Contact Server (UCS) for Voice Outbound Campaign interactions. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

contact.ucs-interaction.voice.enable-create

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Activates the Workspace Web Edition feature that generates the interaction history in the *Universal Contact Server* (UCS) for Voice interactions. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

contact.ucs-interaction.voice.enable-create-without-contact

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Specifies whether a voice interaction is created in Universal Contact Server (UCS) when there is no associated contact. This option can be overridden by a routing strategy as described in Overriding Options by Using a Routing Strategy.

privilege.contact.can-advanced-search-all-interactions

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agent to do advanced searches of all interactions.

privilege.contact.can-advanced-search-contact-history

- Default Value: `false`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.
- Description: Allows agent to do advanced searches within the **Contact History** view.

privilege.contact.can-advanced-search-my-history

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to do advanced search within **My History**.

privilege.contact.can-create-contact

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to create contacts. Depends on privilege.contact.can-use.

privilege.contact.can-create-contact

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to create contacts. Depends on privilege.contact.can-use.

privilege.contact.can-delete-contact

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to delete contacts. Depends on privilege.contact.can-use.

privilege.contact.can-filter-all-interactions

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows agent to filter all interactions. Depends on privilege.contact.can-use.

privilege.contact.can-filter-contact-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agents to filter interactions within the **Contact History** view. Depends on privilege.contact.can-use.

privilege.contact.can-filter-my-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agents to filter interactions within the **My history** view. Depends on privilege.contact.can-use.

privilege.contact.can-inline-forward.email.from-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agents to forward email interactions from the Interaction History that are marked as Done.

privilege.contact.can-open.email.from-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agents to open in-progress email from interaction history. Depends on privilege.contact.can-use.

privilege.contact.can-open.<media-type>.from-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agent to open in-progress workitems of the corresponding media-type from interaction history. Depends on privilege.contact.can-use.

privilege.contact.can-search-contact-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agent to search contact history. Depends on privilege.contact.can-use.

privilege.contact.can-search-all-interactions

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agent to search among all interactions.

privilege.contact.can-search-my-history

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agent to search within My History. Depends on privilege.contact.can-use.

privilege.contact.can-use

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Allows access to the Contact features.

privilege.contact.can-use-assign-contact

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows agent to assign a contact to an interaction. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-directory

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Allows an agent to view and search into contact directory. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-history

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to access contact history. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-history-case-data

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to see the case information of interactions in contact history. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-history-detail

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to see the detail of interactions in contact history. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-history-notepad

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to see notes about interactions in the contact history. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-information

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to access contact history. Depends on privilege.contact.can-use.

privilege.contact.can-use-contact-myhistory

- Default Value: `false`

- Valid Values: `true`, `false`

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

- Description: Allows an agent to access the agent's own history with contacts.

privilege.contact.can-use-interaction-notepad

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Allows an agent to display and edit the interaction notepad while handling an interaction.

privilege.contact.can-use-save-contact

- Default Value: `true`

- Valid Values: `true`, `false`

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

- Description: Allows an agent to commit contact modifications. Depends on privilege.contact.can-use.