



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services and Applications Configuration Guide

[Chat](#)

Chat

Workspace Web Edition provides the following options for managing Chat:

Contents

- **1 Chat**
 - 1.1 chat.agent.prompt-color
 - 1.2 chat.agent.text-color
 - 1.3 chat.auto-answer
 - 1.4 chat.client.prompt-color
 - 1.5 chat.client.text-color
 - 1.6 chat.enable-auto-disconnect
 - 1.7 chat.nickname
 - 1.8 chat.new-message-bell
 - 1.9 chat.pending-response-to-customer
 - 1.10 chat.prompt-for-done
 - 1.11 chat.prompt-for-end
 - 1.12 chat.push-url.max-records
 - 1.13 chat.ringing-bell
 - 1.14 chat.system.text-color
 - 1.15 chat.time-stamp
 - 1.16 chat.typing-is-enabled
 - 1.17 chat.typing-timeout
 - 1.18 expression.email-address
 - 1.19 expression.phone-number
 - 1.20 privilege.chat.can-click-to-dial
 - 1.21 privilege.chat.can-click-to-email
 - 1.22 privilege.chat.can-consult
 - 1.23 privilege.chat.can-decline
 - 1.24 privilege.chat.can-one-step-conference
 - 1.25 privilege.chat.can-one-step-transfer
 - 1.26 privilege.chat.can-push-url

- 1.27 `privilege.chat.can-release`
- 1.28 `privilege.chat.can-release-consultation`
- 1.29 `privilege.chat.can-set-interaction-disposition`
- 1.30 `privilege.chat.can-two-step-conference`
- 1.31 `privilege.chat.can-two-step-transfer`
- 1.32 `privilege.chat.can-use`
- 1.33 `privilege.chat.show-monitoring.can-use`

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 [Configuration 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 agent's nickname that is used during chat sessions (displayed to the customer) by a string that can contain regular characters and field codes.

chat.new-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 path of the sound file Workspace plays when a new chat message arrives. 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

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 [Configuration 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 [Configuration Guide](#).

chat.push-url.max-records

- Default Value: 20
- Valid Values: Any integer
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum size of the pushed URL list.

chat.ringing-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 path of the sound file Workspace plays when a chat interaction is ringing. 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

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 sent to the contact during a chat interaction. 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.

expression.email-address

- Default Value: (\w+([-+.]\w+)*@\w+([-.\w+)*\.\w+([-.\w+)*)
- Valid Values: A regular expression
- Changes take effect: When the session is started or restarted.
- Description: Specifies the regular expression that identifies a email address in the chat.

expression.phone-number

- Valid Description: A regular expression.
- Default Value: (?:(?:[\+]?(\d){1,3}(?:[]*|[\-\.]))?([](\d){1,3})[\-\/])?(?:[]+|[\-\.])?(\d){3,}
- Changes take effect: When the session is started or restarted.
- Description: Specifies the regular expression that identifies a phone number in the chat transcript. This

option can be overridden by a routing strategy as described in Configuration Guide.

`privilege.chat.can-click-to-dial`

- Default Value: `false`
- 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 Click to Dial feature identified by `expression.phone-number`. Depends on `privilege.chat.can-use` and `expression.phone-number`.

`privilege.chat.can-click-to-email`

- Default Value: `false`
- 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 Click to Email feature identified by `expression.email-address`. Depends on `privilege.chat.can-use` and `expression.email-address`.

`privilege.chat.can-consult`

- 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 can use the chat consultation.

`privilege.chat.can-decline`

- 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 can decline incoming chat interactions. Depends on `privilege.chat.can-use`.

`privilege.chat.can-one-step-conference`

- 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 can use instant chat conference.

privilege.chat.can-one-step-transfer

- 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 can use instant chat transfer. Depends on `privilege.chat.can-use`.

privilege.chat.can-push-url

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: The agent is permitted push URLs to customers during chat sessions. Depends on `privilege.chat.can-use`.

privilege.chat.can-release

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to manually end chat conversations. Depends on `privilege.chat.can-use`.

privilege.chat.can-release-consultation

- 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 can manually end a chat consultation. Depends on `privilege.chat.can-use`.

privilege.chat.can-set-interaction-disposition

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to set the disposition code on chat interactions. Depends on `privilege.chat.can-use`.

privilege.chat.can-two-step-conference

- Default Value: `true`

- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables chat conference in two steps, started by a chat consultation. Depends on privilege.chat.can-use.

privilege.chat.can-two-step-transfer

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables chat transfer in two steps, started by a chat consultation. Depends on privilege.chat.can-use.

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.

privilege.chat.show-monitoring.can-use

- Default Value: false
- Valid Values: true, false.
- Changes take effect: When the session is started or restarted.
- Description: Allows the agent to be informed that the current chat interaction is monitored by a supervisor.