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Web Services and Applications Configuration Guide

Expression

Expression

Workspace Web Edition provides the following options for managing Expressions:

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

- 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 [Configuration 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 [Configuration Guide](#).

expression.team-communicator-email-address

- Default Value: ^([A-Za-z0-9._-]+)([A-Za-z0-9.-]+)\.([A-Za-z]{2,6})\$
- Valid Values: A valid regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the regular expression used to recognize an email address of a target entered in the Team Communicator.

expression.team-communicator-phone-number

- Default Value: ^[\(\)\-\.\+\d\s*#]*[\d]+[\(\)\-\.\+\d\s*#/*]*\$

Expression

- Valid Values: A valid regular expression.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the regular expression used to recognize a phone number of a target entered in the Team Communicator when it is used to start a call, transfer, or conference. If the number entered by the agent in the Team Communicator edit box matches this expression, the 'Call' or 'Start Voice Consultation' or 'Instant Transfer' or 'Instant Conference' action is enabled for this number. When the agent executes the action, the entered phone number is modified by the logic specified by the `expression.phone-number.supported-characters` option before the telephony operation is executed.

expression.url

- Default Value: `(http://(www.)?|https://(www.)?|ftp://(www.)|www.) {1} ([0-9A-Za-z+&@#/%?=-~_! : , . ; -]+ . [0-9A-Za-z]{2,6}) ([0-9A-Za-z+&@#/%?=-~_! : , . ; -]*)?`
- Valid Value: A regular expression
- Change Take Effect: When the session is started or restarted
- Description: Specifies the regular expression that identifies a URL in the Case Information area. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).