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Web Services and Applications Configuration Guide

[Login](#)

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Login

Workspace Web Edition provides the following options for managing Login Voice:

login.list-available-locales

- Default Value:
- Valid Values: Comma-separated list of valid locale names, based on the format LanguageCode-CountryCode, from the following list: \$All\$, en-US, pt-BR, fr-FR, fr-CA, de-DE, ja, es, ko
- Changes take effect: When the session is started or restarted.
- Description: Specifies the language that the agent can select at login time. If empty, en-US is used as default value. Either set this option to empty to prevent the agent from selecting the language, set this option to \$All\$ to get all the languages available, or set this option to a list of languages (possible values are English United States (en-US) Portuguese Brazilian (pt-BR), French (fr-FR), French Canadian (fr-CA), German (de-DE), Korean (ko), Japanese (ja), Spanish (es)).

login.prompt-place

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the agent must enter his place in the login window. When this option is set to true, a new page is displayed during the login phase to specify a place. Enabling this option disables login.voice.prompt-dn-less-phone-number. Do not enable this option if the privilege.sipendpoint.can-use privilege is granted.

login.store-recent-place

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies to store the most recently used place. This option is available if the login.prompt-place option is set to true.

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.dn-less-phone-number.valid-format

- Default Value: *An empty string.*
- Valid Values: A string.
- Description: Specifies the correct format information to be displayed to the agent when the DN-less phone number format is not correct.

login.voice.expression.dn-less-phone-number

- Default Value: *An empty string.*
- Changes take effect: When the session is started or restarted.
- Valid Values: A regular expression.
- Description: Specifies the valid format for a new phone number. A regular expression can be used to check the DN-less phone number format in the login window.

login.voice.is-auto-ready

- Default Value: `false`
- Valid Description: `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.

login.voice.list-available-queues

- Default Value: *An empty string*
- Valid Values: Comma-separated list of ACD Queues.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the ACD Queues that are displayed in the login window. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If a single queue is specified and the value of the `login.voice.prompt-queue` no queue information is displayed during login.

login.voice.nb-dn-less-phone-number-stored

- Default Value:
- Valid Description: 0 to 10.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the number of phone numbers which are stored for the agent. For this option to apply, the value of `login.voice.prompt-dn-less-phone-number.enable-dynamic-dn` must be `true`.
 - 0 — no phone number is pre-filled in the second login screen.
 - 1 — the last entered phone number is displayed in the second login screen.

- A number greater than 1 specifies the maximum number of phone numbers that can be displayed in the second login screen.

login.voice.prompt-dn-less-phone-number

- Default Value: false
- Valid Description: true, false
- Changes take effect: When the session is started or restarted.
- Description: When this option is set, a new page is displayed during the login phase to show the current phone number assigned to the agent and permits agent to update it. This option is specific to SIP Server environment with no Config Server proxy connected to GWS.

login.voice.prompt-dn-less-phone-number.enable-dynamic-dn

- Default Value: false
- Valid Description: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the agent should be prompted for a DN-less phone number, and the agent's phone number is updated. A dynamic DN is used for the agent. This is only supported with SIP Server TServer 8.1.102.89 or higher. This feature does not require write privileges on Configuration Server.

login.voice.prompt-queue

- Default Value: false
- Valid Description: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether the agent must enter the ACD Queue for the voice channel in the login window. This is applicable only if more than one ACD Queue is specified by the login.voice.list-available-queues option. If only one queue is specified, then the prompt is not displayed.

login.workmode

- Default Value: unknown
- Valid Description: A value from the following list: unknown, auto-in, manual-in.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the workmode that is applied when the voice DN logs in. To determine whether your switch supports the workmode, refer to the Configuration Guide of the relevant T-Server.