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Workspace Desktop Edition Deployment Guide

[Contact Options](#)

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Contact Options

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Contact

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 application is started or restarted.
- Description: The possible values for 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 application is started or restarted.
- Description: 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
- Valid Values: On, OnOrAfter, Before
- Changes take effect: When the application is started or restarted.
- Description: 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 application is started or restarted.
- Description: The default value for the number of rows per page in the contact directory search result view. The value must be defined in the contact.available-directory-page-sizes option.

contact.directory-advanced-default

- Default Value: LastName, PhoneNumber

- Valid Values: A comma-separated value list of Attribute Value names that correspond to searchable contact field names.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of contact attributes that are presented by default in the advanced search form of the **Contact Directory** view.

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 application is started or restarted.
- Description: The list of contact fields that are displayed when the results of a contact search are rendered.

contact.directory-search-attributes

- Default Value: LastName,FirstName,PhoneNumber,EmailAddress
- Valid Values: A comma-separated value list of Attribute Value names that correspond to searchable contact field names.
- Changes take effect: When the application is started or restarted.
- Description: The list of contact fields that can be used as search parameters.

contact.directory-search-types

Modified: 8.5.1xx.xx

- Default Value: begins-with,is
- Valid Values: A comma-separated list of values from the following: contains, begins-with, is
- Changes take effect: When the application is started or restarted.
- Description: The list of search types that are available for the agent to use to search the contact database in Advanced Search mode. Specifying the value contains might have a performance impact on Universal Contact Server.

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 application is started or restarted.
- Description: The list of contact fields that are displayed when a Contact record is rendered.

contact.history.media-filters

- Default Value: voice,email,chat,sms
- Valid Values: A comma-separated value of valid media type names.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of media types that can be used to filter the Contact History.

contact.history-advanced-default

- Default Value: Status,StartDate
- Valid Values: A comma-separated value list of Contact History items to display in the interaction view.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of interaction attributes that are presented by default in the advanced search form of the **Contact History**, **My History** and **Interaction Search** views.

contact.history-displayed-columns

- 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.
- Changes take effect: When the application is started or restarted.
- Description: Defines the list of Contact History items that are displayed in the interaction view.

contact.history-displayed-columns-treeview

- Default Value: Subject,Status,StartDate
- Valid Values: A comma-separated value list of Contact History items to display in the threaded view of interactions, for example: Status,Subject,StartDate,EndDate,OwnerId
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of Contact History items that are displayed in the threaded view of interactions.

contact.history-search-attributes

- Default Value: Status,StartDate,EndDate
- Valid Values: A comma-separated value list of Contact History items to display in the interaction view -- for example: Status,StartDate,EndDate, Subject
- Changes take effect: When the application is started or restarted.
- Description: Defines the list of Contact History items that an agent can use to search the History database.

contact.lookup.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace features that rely on the Universal Contact Server (UCS) for contact lookup when an interaction is presented to the Agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).
Note: This option is overridden by the attached data IdentifyCreateContact and the option `contact.lookup.<media-type>.enable`.

contact.lookup.<media-type>.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace features that rely on the Universal Contact Server (UCS) IdentifyService for contact lookup when an interaction is presented to the Agent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).
Note: This option is overridden by the attached data IdentifyCreateContact. The media-type voice-campaign refers to outbound campaign interactions. Valid values for media-type are: voice, email, chat, smssession, and workitem.

contact.lookup.enable-create-contact

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: When option `contact.lookup.enable` is set to true, this option specifies that the Universal Contact Server (UCS) can 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](#).
Note: 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: Immediately.
- Description: Activates the Interaction 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](#).

Note: 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: Immediately.
- Description: When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) can 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](#).
Note: 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: `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 application is started or restarted.
- Description: The list of contact fields that must be filled to be able to save a contact.

`contact.metrics.enable-interactions-in-progress`

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Activates the Interaction Workspace features that display the number of eServices interactions that are in progress in the current contact history.

`contact.multiple-value-attributes`

- Default Value: `EmailAddress,PhoneNumber`
- Valid Values: A comma separated value list of Attribute Value names that correspond to contact field names.
- Changes take effect: When the application is started or restarted.

- Description: A list of contact attributes that can support multiple values.

contact.timeout-delay

- Default Value: 60
- Valid Values: An integer from 1 through 3600.
- Changes take effect: When the application is started or restarted.
- Description: The delay, in seconds, before a UCS request times out.

contact.threading-ucs-interaction.enable

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace feature that associates interactions that are submitted during multi-channel contact communication, such as `smssession`, in threads in Universal Contact Server history.

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

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace feature that generates the interaction history in Universal Contact Server (UCS) based on the inbound and outbound interactions of type <media-type> that are handled by Interaction Workspace. Enable agents to create interactions of type <media-type>. The option is forced to the value false for the media-types `email`, `chat`, and `smssession`, as Media Server is responsible for submitting those interactions in UCS. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Activates the Interaction Workspace feature that looks up the history of existing interactions of the given <media-type> in Universal Contact Server (UCS) to update their content and status according to live interaction lifecycle. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).
Note: For the media type `email`, this option is forced to the value true.