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Workspace Desktop Edition Deployment Guide

[Display Formats Options](#)

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Display Formats Options

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Display formats

display-format.acd-queue-name

- Default Value: `$ACDQueue.Alias$|$ACDQueue.Number$@$ACDQueue.Location$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$ACDQueue.Number$, $ACDQueue.Alias$, $ACDQueue.Location$`
- Changes take effect: Immediately.
- Description: Defines the display format of ACD Queues by specifying a string that contains the following field codes:
`$ACDQueue.Number$, $ACDQueue.Alias$, $ACDQueue.Location$`
If all field codes are empty, the following field codes are used:
`$ACDQueue.Number$@$ACDQueue.Location$`

display-format.agent-name

- Default Value: `$Agent.FullName$|$Agent.UserName$`
- Valid Values: `$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Defines the display format of other agents by specifying a string that contains the following field codes:
`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$.`

display-format.caller-name

- Default Value: `$Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$`
- Valid Values: `$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the content of the voice interaction call history based on the contact data items and attached data types that are specified by a string that contains the following field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.
If all field codes are empty, the following field codes are used:
`$Interaction.MainParty$`

display-format.case-name-format

- Default Value: `$Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:

`$Case.Id$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`

- Changes take effect: Immediately.
- Description: Defines the display format of the case label that is currently used by the application by specifying a string that contains the following field codes:
`$Case.Id$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.current-agent-name

- Default Value: `$Agent.FullName$| $Agent.UserName$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Defines the display format of the agent that is currently using the application by specifying a string that contains the following field codes:
`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`.
If all field codes are empty, the following field codes are used:
`$Agent.UserName$`

display-format.customer-name-format

- Default Value: `$Contact.FirstName$ Contact.LastName$| $Party.DisplayName$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Contact.X$`
- Where X is the name of the contact attribute.
- Changes take effect: Immediately.
- Description: Defines the display format of the agent that is currently using the application by specifying a string that contains the following field codes:
`$Case.Id$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute, and Y is the attached data key name.
This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

display-format.interaction-chat-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$| $Interaction.MainParty$)$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the display format of chat interactions by specifying a string that contains the following field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`

Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-email-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$)$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the display format of email interactions by specifying a string that contains the following field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-im-name

- Default Value: `$Interaction.MainParty$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $AttachedData.Y$, $Interaction.MainParty$`
- Changes take effect: Immediately.
- Description: Defines the display format of IM Interaction by specifying a string that contains the following field codes:
`$Interaction.Id$, $Interaction.MainParty$, $AttachedData.Y$`
Where Y is the name of the attached data key.

display-format.interaction-outbound-pull-preview-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$)`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$.`
- Changes take effect: Immediately.
- Description: Defines the display format of outbound pull-preview (preview) interactions by specifying a string of field codes. Where X is the name of contact attribute, and Y is the attached data key name.

display-format.interaction-outbound-push-preview-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$)`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`

- Changes take effect: Immediately.
- Description: Defines the display format of outbound push-preview interactions by specifying a string of field codes. Where X name of contact attribute, and Y is the attached data key name.

display-format.interaction-queue.name

- Default Value: `$InteractionQueue.Media@$InteractionQueue.Name$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$InteractionQueue.Name$, $InteractionQueue.Media$`
- Changes take effect: When the application is started or restarted.
- Description: Defines the display format of Interaction Queues by specifying a string that contains the following field codes:
`$InteractionQueue.Name$, $InteractionQueue.Media$`. If all field codes are empty, the following field codes are used: `$InteractionQueue.Media@$InteractionQueue.Name$`.

display-format.interaction-sms-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$)$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the display format of chat interactions by specifying a string that contains the following field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-voice-name

- Default Value: `$Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the display format of Voice Interaction by specifying a string that contains the following field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-workitem-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$`

`$Contact.LastName$| $Interaction.MainParty$)$`

- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the display format of workitem interactions by specifying a string that contains the following field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.routing-point-name

- Default Value: A string that contains a compilation of characters and field codes from the following list:
`$RoutingPoint.Alias$| $RoutingPoint.Number$@$RoutingPoint.Location$`
- Valid Values: `$RoutingPoint.Number$, $RoutingPoint.Alias$, $RoutingPoint.Location$`
- Changes take effect: Immediately.
- Description: Defines the display format of Routing Points by specifying a string that contains the following field codes:
`$RoutingPoint.Number$, $RoutingPoint.Alias$, $RoutingPoint.Location$`
If all field codes are empty, the following field codes are used:
`$RoutingPoint.Number$@$RoutingPoint.Location$`