# Workspace Desktop Edition Deployment Guide

Email Options

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# Email Options

## Contents

# Email

## email.attachment-download-timeout

- Default Value: 20
- Valid Values: -1, 1 to 3600
- Changes take effect: At the next download attempt.
- Description: Specifies the maximum duration, in seconds, that an attachment will be allowed to download. The value -1 means that there is no maximum time.

## email.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specifies whether an email interaction is accepted automatically when an Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

## email.default-queue

- Default Value: ""
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: At the next interaction.
- Description: Specifies the Interaction queue in which new or reply outbound emails are submitted.

## email.forward-queue

- Default Value: ""
- Valid Values: The name of a valid Script of type Interaction Queue.
- Changes take effect: Immediately.
- Description: Specifies the Interaction Queue in which inbound emails are placed when an agent forwards an inbound email to an External Resource.

## email.from-addresses

- Default Value: $EMAILSERVER$

- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

- Changes take effect: When the application is started or restarted.

- Description: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as available *from addresses* of email interactions. The value $EMAILSERVER$ specifies that *from addresses* are populated from the POP client sections of Email Server applications.

## email.html-format

- Default Value: true

- Valid Values: true, false

- Changes take effect: At the next interaction.

- Description: Specifies whether or not the format of a new outbound email is html or plain text. When set to true, new email will be formatted in HTML.

## email.outbound-queue

- Default Value: ""

- Valid Values: Name of a valid Script of type Interaction Queue.

- Changes take effect: Immediately.

- Description: Specifies the Interaction Queue in which outbound emails are placed when agents click Send or Send Interim. This option is used only when Interaction Workflow does not set Queue for New Interactions, when it is routing inbound emails to agents.

## email.prompt-for-done

- Default Value: false

- Valid Values: true, false

- Changes take effect: At the next interaction.

- Description: Specifies if the application prompts a confirmation message when the user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

## email.quote-char

- Default Value: >

- Valid Values: Any valid character string.

- Changes take effect: Immediately.

- Description: For outbound email that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound email interaction in the outbound email interaction body.

## email.quote-header

- Default Value: `On <date>, <contact> wrote:`
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: Specifies the character string that is used to introduce the quoted inbound email content in the body of the outbound email. The following tags can be used: `<contact>`, `<date>`. These tags are replaced respectively by the contact name and the date and time of the interaction when they appear in the outbound email.

## email.reply-format

- Default Value: `auto`
- Valid Values: Select a value from the following list: `auto`, `html`, `plain-text`
- Changes take effect: At the next interaction.
- Description: Specifies the format of an outbound email reply.
    - `auto`--Outbound email reply format is the same as corresponding inbound email.
    - `html`--Outbound email reply format is forced to HTML.
    - `plain-text`--Outbound email reply format is forced to plain text.

## email.reply-prefix

- Default Value: `Re:<SPACE>`
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: Specifies the reply-prefix that is added to subject of the inbound email.

## email.ringing-bell

- Default Value: `Sounds\Ring.mp3|10|-1`
- 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: At the next interaction.
- Description: Specify the Email channel ringing sound configuration string, for example: `Sounds\Ring.mp3|10|-1`
  The value has three components that are separated by the character '|':

1. The file name and folder relative to the application folder.
2. The priority. The higher the integer the higher the priority.
3. The duration:

a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

b. `0` means play the whole sound one time.

c. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

## email.set-ownerid-on-send

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Specifies whether the owner id of the interaction should be updated with the dbid of the agent when the email is sent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.
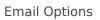
## email.signature

- Default Value: `""`
- Valid Values: `file:` followed by the file name and path or `response:` followed by the response path in the Standard Response Library.
- Changes take effect: At the next interaction.
- Description: Specifies the type and the location of the signature template that is to be added to outbound emails. For example, `file:Signatures\Signature.txt`
  The value has two components that are separated by the character ':', type and location.

1. Signature File:

   a. `file` to specify a file

   b. The file name and folder relative to the application folder

2. Standard Response signature:

   a. `response` to specify a response from the Standard Response Library

   b. The response name and full path of the parent category in the Standard Response Library

This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

## email.toast-information-key

- Default Value: `Subject`
- Valid Values: Any valid character string.
- Changes take effect: At the next interaction.
- Description: Specifies whether the Information area is displayed in the email interaction notification. This option can be overridden by a routing strategy, as described in Overriding Options by Using a

Routing Strategy.