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Workspace Desktop Edition Deployment Guide

[Login Options](#)

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Login Options

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Login

login.chat.can-unactivate-channel

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select and unselect (auto-login or not auto-login) the chat channel.

login.chat.is-auto-ready

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the chat channel is automatically set to the Ready state at login.

login.default-place

- Default Value: ""
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore character.
- Changes take effect: When the application is started or restarted.
- Description: Specify the place name populated by default during login. This option can be filled by the variable `$Agent.DefaultPlace$` (if the agent has a default place specified in the agent configuration, that place is used. However, if no default place exists, the agent must enter their place in the Place field).

login.email.can-unactivate-channel

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select and unselect (auto-login or not auto-login) the email channel.

login.email.is-auto-ready

- Default Value: false

- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the email channel is automatically set to the Ready state at login.

login.enable-place-completion

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Enables the name of the Place to be completed as the agent types.

login.enable-same-agent-place

- Default Value: true
- Valid Values: true, false, prompt
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can login on the same Place from different workstations. The value prompt allows the agent to login on the same Place from different workstations, but the agent is first prompted for confirmation before an additional login is permitted.

login.im.available-queues

- Default Value: ACDQueue
- Valid Values: "" or a combination of: ACDQueue, RoutingPoint, VirtualQueue
- Changes take effect: When the application is started or restarted.
- Description: Specifies the way the list of available queues is displayed to the agent. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If set to a combination of the valid values, the agent must select the queue from the list of objects that is provided by the configuration.

login.im.can-unactivate-channel

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select and unselect (auto-login or not auto-login) the Instant Messaging channel.

login.im.is-auto-ready

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the IM channel is automatically set to the Ready state at login.

login.im.prompt-agent-login-id

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select a login id from the configured ones for the IM channel in the login window.

login.im.prompt-dn-password

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent must enter a password for the IM channel in the login window.

login.im.prompt-queue

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent must enter the ACD Queue for the IM channel in the login window.

login.prompt-place

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent must enter a place in the login window.

login.sms.can-unactivate-channel

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select and unselect (activate and deactivate) the SMS channel.

login.sms.is-auto-ready

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the SMS channel is automatically in the ready state at agent login.

login.store-recent-place

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the most recently used Place is stored. This option is available if the `login.default-place` option is not set to `$Agent.DefaultPlace$`.

login.voice.available-queues

- Default Value: ACDQueue
- Valid Values: "", or a combination of ACDQueue, RoutingPoint, VirtualQueue
- Changes take effect: When the application is started or restarted.
- Description: Specifies the way the list of available queues is displayed to the agent. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If this option is set to a combination of the valid values, the agent must select the queue from the list of objects that is provided by the configuration.

login.voice.can-unactivate-channel

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select and unselect (auto-login or not auto-login) the voice channels.

login.voice.force-relogin

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the voice channels should be re-logged on automatically if logged off from outside the application.

login.voice.is-auto-ready

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the voice channels are automatically set to the Ready state at login.

login.voice.prompt-agent-login-id

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select a login ID from the ones that are configured for the Voice channel in the login window.

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

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether a DN-less phone number is prompted for in the login window. This option is specific to SIP Server environment.

login.voice.prompt-dn-password

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent must enter his password for the Voice channel in the login window.

login.voice.prompt-queue

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent must enter the ACD Queue for the Voice channel in the login window.

login.workmode

- Default Value: unknown
- Valid Values: unknown, auto-in, manual-in
- Changes take effect: When the application is started or restarted or if the agent changes place.
- Description: Specifies the workmode that is applied when the voice DN logs in. If this option is set to auto-in, the agent is automatically in Ready state. If this option is set to manual-in, the agent must manually activate the Ready state. To determine whether your switch supports the workmode, refer to the Deployment Guide of the relevant T-Server.

login.<workitemchannel>.can-unactivate-channel

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent can select and unselect (auto-login or not auto-login) the specific Workitem channel.

login.<workitemchannel>.is-auto-ready

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the specific workitem channel is automatically set to the Ready state at login.