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Workspace Desktop Edition Deployment Guide

SMS Options

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SMS Options

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SMS

sms.agent.text-color

- Default Value: #FF385078
- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text of the messages that are entered by an agent in the SMS interaction view.

sms.agent.prompt-color

- Default Value: #FF385078
- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the prompt for the messages that are entered by an agent in the SMS interaction view.

sms.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether an SMS interaction is automatically accepted and joined 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](#).

sms.client.text-color

- Default Value: #FF166FFF
- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text received by a contact in the SMS interaction view.

sms.client.prompt-color

- Default Value: #FF166FFF

- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the prompt for the messages entered by a contact in the SMS interaction view.

sms.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 a new or reply outbound SMS are placed when an agent clicks Send and before the interaction is placed in an outbound queue.

sms.from-numbers-business-attribute

- Default Value: ""
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: At the next interaction.
- Description: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as *from numbers* of outbound SMS interactions.

sms.max-message-number

- Default Value: 8
- Valid Values: A positive integer.
- Changes take effect: At the next interaction.
- Description: Specifies the maximum number of SMS allowed per message. 0 means there is no maximum value.

sms.other-agent.prompt-color

- Default Value: #FFD88000
- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the prompt for the messages that are entered by the target agent in the SMS interaction view.

sms.other-agent.text-color

- Default Value: #FFD88000

- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text entered by another agent in the SMS interaction view.

sms.outbound-queue

- Default Value: ""
- Valid Values: Name of a valid Script of type Interaction Queue.
- Changes take effect: At the next interaction.
- Description: Specifies the Interaction Queue in which a new or reply outbound SMS are placed when an agent clicks Send. This option is used only when the Interaction Workflow does not specify the Queue for New Interactions when Inbound SMS are being routed to an agent.

sms.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](#).

sms.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 SMS 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 play and repeat 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.

sms.subject-max-chars

- Default Value: 25
- Valid Values: A positive integer.
- Changes take effect: At the next interaction.
- Description: Specifies the maximum number of characters from the SMS message that are used to create the message subject in the contact history if the history does not contain subject. A value of 0 means no subject is created.

sms.system.text-color

- Default Value: #FF8C8C8C
- Valid Values: Valid Hexadecimal color code.
- Changes take effect: Immediately.
- Description: Specifies the color of the text for system messages in the SMS interaction view.

sms.time-stamp

- Default Value: true
- Valid Values: true, false.
- Changes take effect: Immediately.
- Description: Specifies whether the time stamp is displayed in the SMS transcript area.

sms.transcript-time-frame

- Default Value: 24
- Valid Values: A positive integer..
- Changes take effect: At the next interaction.
- Description: Specifies the range of time, in hours, in which to search for previous interactions by the same contact to populate the SMS transcript from the contact history. A value of 0 means nothing is added to the contact history.