Workspace Desktop Edition Deployment Guide

Team Communicator Options

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Team Communicator Options

Contents

Team Communicator

teamcommunicator.contact-favorite-fields

- Default Value: `Category,FirstName,LastName,PhoneNumber,EmailAddress`
- Valid Values: A comma-separated list of values from the following list: `Contact`, `FirstName`, `LastName`, `PhoneNumber`, `EmailAddress`.
- Changes take effect: When the application is started or restarted.
- Description: The list of fields that are displayed to an agent when adding or editing a favorite that is created from a Contact.

teamcommunicator.corporate-favorites

- Default Value: `""`
- Valid Values: A comma-separated list of favorite names.
- Changes take effect: When the application is started or restarted.
- Description: The list of corporate favorites (quick dial favorites) that are configured in Configuration Server for an Agent, Agent Group, Skill, Routing Point, Queue, Interaction Queue, or Custom Contact in the same tenant as the agent. See the Procedure: Creating Corporate Favorites for information about creating Corporate Favorite objects in the configuration layer.

teamcommunicator.corporate-favorites-file

- Default Value: `""`
- Valid Values: Absolute or relative path to an XML file that contains a list of corporate favorites.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the name and the path to your corporate favorites definition file. The path can be relative to the Interaction Workspace working directory (for example: `Favorites\CorporateFavorites.txt`) or an absolute path (for example: `C:\PathToFavorites\CorporateFavorites.txt`). The file must be in XML format. Overrides the teamcommunicator.corporate-favorites option.

teamcommunicator.custom-favorite-fields

- Default Value: `Category,FirstName,LastName,PhoneNumber,EmailAddress`
- Valid Values: A comma-separated list of valid interaction queue names.
- Changes take effect: When the application is started or restarted.

- Description: The list of fields that are displayed to an agent when adding or editing a favorite that is created from a typed phone number or email address.

teamcommunicator.internal-favorite-fields

- Default Value: `Category,DisplayName`
- Valid Values: A comma-separated list of values from the following list: `Category`, `DisplayName`.
- Changes take effect: When the application is started or restarted.
- Description: The list of fields that are displayed to an agent when adding or editing a favorite that is created from a named resource.

teamcommunicator.list-filter-showing

- Default Value: `Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue,Contact`
- Valid Values: A comma-separated list of values from the following list:
    - `Agent`, `AgentGroup`, `Skill`, `RoutingPoint`, `Queue`, `InteractionQueue`, `Contact`
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of filters that an agent can use to search for contacts and internal targets by using the Team Communicator. The object types are presented in the specified order.

teamcommunicator.list-status-reachable

- Default Value: `NotReady`
- Valid Values: A comma-separated list of agent status from the following list: `NotReady`, `LoggedOff`, `Busy`
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of not-ready statuses for which a target agent can be contacted for consultation, transfer, and conference, requests. If the not-ready status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

teamcommunicator.load-at-startup

- Default Value: `true`
- Valid Values: `true, false`
- Changes take effect: When the application is started or restarted.
- Description: Provides performance protection if you have a large number of agents that all login at the same time. Specifies whether all the configuration elements (`Agents, Agent Groups, Queues, Routing Points, Skills`) that are required by the Team Communicator are loaded at login. If this option is set to `false`, the elements are not loaded at login; instead, they are loaded when the Team Communicator is used for the first time in the session.

teamcommunicator.max-suggestion-size

- Default Value: 10

- Valid Values: An integer value from 1 through 50.

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

- Description: Maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

teamcommunicator.recent-max-records

- Default Value: 10

- Valid Values: An integer value from 1 through 50.

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

- Description: Specifies the maximum number of internal entries (for example, agent and groups) and the maximum number of external entries (customer contacts) to be displayed in the Team Communicator suggestion list while an agent is entering a contact or target name. For example, if 10 is specified, up to 10 internal targets and up to 10 contacts may be displayed.

teamcommunicator.request-start-timer

- Default Value: 300

- Valid Values: An integer value from 1 through 5000.

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

- Description: Request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.