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Workspace Desktop Edition Deployment Guide

Voice Options

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Voice Options

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Voice

voice.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specify whether a voice interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by using a routing strategy.

voice.dtmf-inactivity-typing-timeout

- Default Value: 500
- Valid Values: Any positive integer.
- Changes take effect: At the next interaction.
- Description: Defines the inactivity duration, in milliseconds, after which any buffered digits will be sent. A value of 0 means that each digit will be sent individually.

voice.enable-init-conference

- Default Value: false
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether the Initiate Transfer and Initiate Conference functions are displayed as separate actions to the Agent in the Consultation area. When this option is set to false, the single menu item Start Voice Consultation is displayed. This menu item triggers the Initiate Transfer function.

voice.mark-done-on-release

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specify if an interaction should be closed automatically if a TServer Release event is received. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

voice.one-step-trsf-mode

- Default Value: default
- Valid Values: At least one item from the list: default, single-step-transfer, mute-transfer
- Changes take effect: When the application is started or restarted.
- Description: Specifies the type of one-step transfer. If you specify default, the one-step transfer operation is single-step-transfer, if it is supported by your switch, or mute-transfer, if one-step transfer is not supported by your switch.

voice.prompt-for-end

- Default Value: false
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether Interaction Workspace displays a confirmation message when the agent clicks End during a phone call. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

voice.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 Voice 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.