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Workspace Desktop Edition Deployment Guide

Workbin Options

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Workbin Options

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Workbin

workbin.email.draft

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.
- Changes take effect: When the application is started or restarted.
- Description: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.

workbin.email.draft.displayed-columns

- Default Value: To, Subject, Submitted
- Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From, Subject, Received
- Changes take effect: When the application is started or restarted.
- Description: The list of interaction fields that are displayed as columns of the workbin that stores Draft email interactions.

workbin.email.in-progress

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.
- Changes take effect: When the application is started or restarted.
- Description: The name of the workbin that is to be used to store inbound email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

workbin.email.in-progress.displayed-columns

- Default Value: From, Subject, Received
- Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From, Subject, Received
- Changes take effect: When the application is started or restarted.
- Description: The list of interaction fields that are displayed as columns of the workbin that stores In-Progress email interactions.

workbin.<media_type>.<nickname>

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin.
- Changes take effect: When the application is started or restarted.
- Description: The name of the workbin that is to be used to store interactions of a particular media type. Agents can open interactions from this workbin but not save interactions in it.

workbin.<media_type>.<nickname>.displayed-columns

- Default Value: From,To,Subject,Received
- Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From, Subject,Received
- Changes take effect: When the application is started or restarted.
- Description: The list of interaction fields that are displayed as columns of the specified workbin.

workbin.<media_type>.in-progress

- Default Value: ""
- Valid Values: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.
- Changes take effect: When the application is started or restarted.
- Description: The name of the workbin to be used to store In-Progress workitems of the specified media type.

workbin.<media_type>.in-progress.displayed-columns

- Default Value: From,To,Subject,Received
- Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From, Subject,Received
- Changes take effect: When the application is started or restarted.
- Description: The list of interaction fields that are displayed as columns of the specified workbin.