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Workspace Desktop Edition Deployment Guide

[E-Mail Options](#)

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E-Mail Options

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E-Mail

email.attachment-download-timeout

- Default Value: 20
- Valid Values: -1, 1 to 3600
- Changes take effect: Immediately.
- Description: Specifies the maximum duration, in seconds, that an attachment will be allowed to download. The value -1 means that there is no maximum time.

email.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specifies whether an e-mail interaction is accepted automatically 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](#).

email.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 new or reply outbound e-mails are submitted.

email.forward-queue

- Default Value: ""
- Valid Values: The name of a valid Script of type Interaction Queue.
- Changes take effect: Immediately.
- Description: Specifies the Interaction Queue in which inbound e-mails are placed when an agent forwards an inbound e-mail to an External Resource.

email.from-addresses

- Default Value: \$EMAILSERVER\$

- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the application is started or restarted.
- Description: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as available *from addresses* of e-mail interactions. The value \$EMAILSERVER\$ specifies that *from addresses* are populated from the POP client sections of Email Server applications.

email.html-format

- Default Value: true
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether or not the format of a new outbound e-mail is html or plain text. When set to true, new e-mail will be formatted in HTML.

email.include-original-text-in-reply

- Default Value: true
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether the text of the original inbound e-mail is included in the outbound reply e-mail. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

email.outbound-queue

- Default Value: ""
- Valid Values: Name of a valid Script of type Interaction Queue.
- Changes take effect: Immediately.
- Description: Specifies the Interaction Queue in which outbound e-mails are placed when agents click Send or Send Interim. This option is used only when Interaction Workflow does not set Queue for New Interactions, when it is routing inbound e-mails to agents.

email.pull-from-history-isenabled

Added: 8.1.30x.xx

- Default Value: true
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specifies whether it is possible to pull an E-Mail interaction from Contact History. This option is applicable only if at least one of the following privileges has been granted to the agent:

Contact - Can Pull From Queue, Contact - Can Pull Interactions In Shared Workbins, and Contact - Can Pull Interactions In Workbins Not Owned By The User.

email.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](#).

email.qa-review-dispositions-business-attribute

- Default Value: ""
- Valid Values: A valid name of a Business Attribute.
- 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 to populate the E-Mail QA Review Dispositions drop-down button (on the reviewer's desktop). This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

email.quote-char

- Default Value: >
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: For outbound e-mail that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound e-mail interaction in the outbound e-mail interaction body.

email.quote-header

- Default Value: On <date>, <contact> wrote:
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: Specifies the character string that is used to introduce the quoted inbound e-mail content in the body of the outbound e-mail. The following tags can be used: <contact>, <date>. These tags are replaced respectively by the contact name and the date and time of the interaction when they appear in the outbound e-mail.

email.reply-format

- Default Value: auto
- Valid Values: Select a value from the following list: auto, html, plain-text
- Changes take effect: At the next interaction.
- Description: Specifies the format of an outbound e-mail reply.
 - auto--Outbound e-mail reply format is the same as corresponding inbound e-mail.
 - html--Outbound e-mail reply format is forced to HTML.
 - plain-text--Outbound e-mail reply format is forced to plain text.

email.reply-prefix

- Default Value: Re : <SPACE>
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: Specifies the reply-prefix that is added to subject of the inbound e-mail.

email.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 E-mail 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.

email.set-ownerid-on-send

- Default Value: true
- Valid Values: true, false

- Changes take effect: At the next interaction.
- Description: Specifies whether the owner id of the interaction should be updated with the dbid of the agent when the e-mail is sent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

email.signature

- Default Value: ""
- Valid Values: file: followed by the file name and path or response: followed by the response path in the Standard Response Library.
- Changes take effect: At the next interaction.
- Description: Specifies the type and the location of the signature template that is to be added to outbound e-mails. For example, file:Signatures\Signature.txt
The value has two components that are separated by the character ':', type and location.

1. The type of signature file:
 - a. file to specify a file
 - b. response to specify a response from the Standard Response Library
2. The location of the signature template:
 - a. The file name and folder relative to the application folder
 - b. The response name and full path of the parent category in the Standard Response Library

This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

email.toast-information-key

- Default Value: Subject
- Valid Values: Any valid character string.
- Changes take effect: At the next interaction.
- Description: Specifies whether the Information area is displayed in the e-mail interaction notification. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).