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Workspace Desktop Edition Deployment Guide

Expression Options

12/19/2025

Expression Options

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Expression

expression.email-address

- Default Value: `\w+([-+.]\w+)*@\w+([-.\]\w+)*\.\w+([-.\]\w+)*`
- Valid Values: A regular expression. 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: Specifies the regular expression to identify an e-mail address in the chat or SMS transcript. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

expression.phone-number

- Default Value: `(?:((?:[\+]?(\d){1,3}(?:[]*|[\-\.])))?([1-9](\d){1,3})[\-\/])?(?:[]+|[\-\.])?(?:[\d]{5,})`
- Valid Values: A regular expression. 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: Specifies the regular expression to identify a phone number in the chat or SMS transcript. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

expression.phone-number.supported-characters

- Default Value: `0123456789#*`
- 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: Specifies the characters that are considered when building a request to the T-Server that relies on a phone number. Any other characters from the original string coming from the User Interface are removed. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

expression.url

- Default Value: `(?#Protocol)(?:((?:ht|f)tp(?:s?)\:\/\/|~|/))?(?#Username:Password)(?:\w+:\w+@)?(?#Subdomains)(?:([-.\w]+\.)+)(?#TopLevelDomains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-z]{2}))(?#Port)(?:[\d]{1,5})?(?#Directories)(?:((?:/((?:[-\w~!$+|.,=]|%[a-f\`

```
d]{2})+)+|/)+|\?|#)?(?#Query)(?:\?(\?[-\w~!$+|.,*:]|%[a-f\d]{2})+=(?:[-\w~!$+|.,*:=]|%[a-f\d]{2})*)(?:&(\?[-\w~!$+|.,*:]|%[a-f\d]{2})+=(?:[-\w~!$+|.,*:=]|%[a-f\d]{2})*)*)(?#Anchor)(?:#(\?[-\w~!$+|.,*:=]|%[a-f\d]{2})*)?
```

- Valid Values: A regular expression representing a URL.
- Changes take effect: At the next interaction.
- Description: Specifies the regular expression to identify an URL in Case Information area. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).