Workspace Desktop Edition Deployment Guide

Interaction Options

12/19/2025

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Contents

Interaction

interaction.case-data.content

- Default Value: `History,CaseData`
- Valid Values: `History`, `CaseData`
- Changes take effect: At the next interaction.
- Description: Defines the content of the Case Information area. The `CaseData` key enables the display of the attached data that is defined by the `interaction.case-data.format-business-attribute` option. The `History` key enables the display of interaction history information. The order of the keys defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy. Starting from the 8.1.1 release, this option no longer controls the display of case information in the toast view. Please refer to the `toast.case-data.content` option for this purpose.

interaction.case-data.enable-url-preview

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Enables the display of a preview of the web page that is linked from the Case Information if the value is set to `true`. Also see expression.url. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.case-data.format-business-attribute

- Default Value: `""`
- Valid Values: A valid name of a Business Attribute.
- Changes take effect: At the next interaction.
- Description: Specifies the name of the Business Attribute that contains the Attribute Values that are used to filter and render attached data. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.
  You can define the display order of Business Attribute Values by creating an `interaction-workspace` section in the annex of the Business Attribute, then add the `interaction.case-data.order` option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in the `interaction.case-data.order` option are put at the bottom of the list.
  Starting with the 8.1.1 release this option does no longer controls the display of case information in the toast view. Please refer to the `toast.case-data.format-business-attribute` option for this purpose.

interaction.case-data.frame-color

- Default Value: #FFFFBA00

- Valid Values: Valid hexidecimal (HTML) color code.

- Changes take effect: At the next interaction.

- Description: Specifies the color of the border of the Case Data view frame. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, and #FFB8400B for a Bronze color. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.case-data.is-read-only-on-idle

- Default Value: `true`

- Valid Values: `true`, `false`.

- Changes take effect: At the next interaction.

- Description: If the value of this option is `true`, changes to the case data after a voice interaction has been released are prevented. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.consult-user-data

- Default Value: `public`

- Valid Values: `public`, `private`, none

- Changes take effect: Immediately.

- Description: Specifies if and how the business data (original interaction user data, contact identifier, and so on) of the customer interaction is shared in a consultation interaction and how. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

  - none -- No data is shared in the consultation.

  - `public` -- User data of the customer interaction is shared in the consultation. The user data is copied at the root level of the consultation user data.

  - `private` -- User data of the customer interaction is shared in the consultation. The user data is copied in a sub-list of the consultation user data, named `SharedInformation`. This is Interaction Workspace 8.1.0 compatibility mode.

interaction.disposition.disposition-code-key-name

- Default Value: `DispositionCode`

- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

- Changes take effect: At the next interaction.

- Description: The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.is-mandatory

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: When the application is started or restarted.
- Description: Specify whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.is-read-only-on-idle

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: At the next interaction.
- Description: Prevents changes to the disposition code after a voice interaction has been released. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.key-name

- Default Value: `DispositionCode`
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: At the next interaction.
- Description: The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.use-attached-data

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: At the next interaction.
- Description: Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.use-connection-id

- Default Value: `true`
- Valid Values: `true, false`
- Changes take effect: At the next interaction.

- Description: Specifies whether the connection id is sent as part of the user event that is sent for disposition code. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.value-business-attribute

- Default Value: `DispositionCode`
- 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 as an enumerated value for a disposition code. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.evaluate-real-party-for-agent

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether Interaction Workspace attempts to transform the name of the party DN into an Agent name during a voice interaction.

interaction.override-option-key

- Default Value: `IW_OverrideOptions`
- Valid Values: An attached data name or an attached data key name (string). The list is provided in the Attached Data in the strategy.
- Changes take effect: At the next interaction.
- Description: Enables overriding of certain application options by using a transaction object. This option provides the key name of the attached data that contains the list of transaction objects. Refer to Modifying a Routing Strategy to Override Interaction Workspace Options, Based on Attached Data

interaction.reject-route

- Default value: `""`
- Valid Values: A string that matches the format: <reject-method>:<dn>@<switch>
- Changes take effect: At the next interaction.
- Description: Interaction Workspace enables the **Reject** voice call operation in SIP Server environments that use multi-site routing. The `reject route` mechanism has been extended to accommodate different types of 'reject' implementations, depending on the context. Use the `interaction.reject-route` to enable the `reject route` mechanism by specifying a string as a key to be used at run-time to retrieve the behavior description from the interaction user data. It is the responsibility of the administrator to define the multi-site reject criteria.

The `reject` route is specified in the interaction user-data in the following format: <reject-method>:<dn>@<switch>.

> ### Tip
> In releases 8.1.2 and earlier, the format was defined by <dn>@<switch> only.

The <reject-method> attribute is optional to maintain backward-compatibility with pre-8.1.3 configurations.

When <reject-method> is specified, ensure that the following characters are also specified: ':', '@', and the <switch> field.

The following are the possible values for the <reject-method> attribute:

- **pullback** (default value)—**Reject** applies the following action: `SingleStepTransfer(OtherDN=''`, `Location=<switch>,extensions contains *pullback*)`. This is the legacy behavior for multi-site reject. This approach works only when the value of the TServer/`divert-on-ringing` SIP Server configuration option is set to `true`.

- **sst**—**Reject** applies the following action: `SingleStepTransfer(OtherDN=<dn>,Location=<switch>)`. **Warning**, if the value of `dn@switch` corresponds to the same routing point as the one that is handling the call that is being delivered to the agent, the action will succeed only if the value of the TServer/`divert-on-ringing` SIP Server configuration option is set to `true`.

- **release**—Reject applies **releaseCall**. This value must be applied when the value of the TServer/`divert-on-ringing` SIP Server option is set to `false`.

interactions.window.allows-transparency-on-winos6

- Default value: `true`
- Valid Values: `true`, `false`.
- Changes take effect: At the next interaction.
- Description: Specifies whether the interaction window is presented in transparent style on Windows 6 or higher (Windows Vista, Windows 7, and Windows Server 2008, and so on). Unmanaged controls, such as web browsers, are not able to function in Windows Vista, Windows 7, Windows Server 2008 if non-transparent windows are used. Set the value to false to permit the display of unmanaged controls.

interaction.window.popup-topmost-z-order

- Default value: `false`
- Valid Values: `true`, `false`.
- Changes take effect: At the next interaction.
- Description: Indicates whether the interaction window can steal focus from other active applications when auto-answer in enabled. When set to `false`, the Interaction Window tries to gracefully get the focus; however, due to certain Windows Operating System settings, this might not result in moving the interaction window to the front.

interaction.window.show-in-taskbar

- Default value: `true`

- Valid Values: `true, false.`

- Changes take effect: At the next interaction.

- Description: Indicates whether the interaction window has a Windows taskbar button. If not, when minimized the window can be restored from the Interaction Bar. Enables the minimizing of Interaction windows to the Interaction bar of the Main Window instead of the Windows taskbar.

interaction.window-title

- Default Value: ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$) - $Interaction.Type$ - $Window.Title$

- Valid Values: $Window.Title$, $Application.Title$, $Application.Name$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$, $Contact.FirstName$, $Contact.LastName$, $Interaction.MainParty$, $Interaction.Type$

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

- Description: Defines the title of the interaction window that appears in the Windows Task Bar by specifying a string that contains the following field codes:
$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$, $Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Contact.FirstName$, $Contact.LastName$, $Interaction.MainParty$,$Interaction.Type$