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Workspace Desktop Edition Deployment Guide

Intercommunication Options

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Intercommunication Options

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Intercommunication

intercommunication.chat.queue

- Default Value: ""
- Valid Values: Name of a valid Script object of type Interaction Queue.
- Changes take effect: At the next interaction.
- Description: Specifies the name of the Interaction Queue that is used by the routing based feature for chat. The following attached data are added by Interaction Workspace:
IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedActionType

intercommunication.chat.routing-based-actions

- Default Value: ""
- Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer
- Changes take effect: At the next interaction.
- Description: Specifies the list of routing based actions that an agent is allowed to perform.

intercommunication.chat.routing-based-targets

- Default Value: ""
- Valid Values: A comma-separated list of valid object types from the following list: Agent, Queue
- Changes take effect: At the next interaction.
- Description: Defines the list of targets that are contacted through the routing based mechanism for requests that are defined by the following option: intercommunication.chat.routing-based-actions

Warning

The AgentGroup and Skill targets are always addressed through routing; therefore, these are not affected by this option.

intercommunication.email.queue

- Default Value: ""
- Valid Values: Name of a valid Script object of type Interaction Queue.
- Changes take effect: At the next interaction.

- Description: Specifies the name of the Interaction Queue that is used by the routing based feature for e-mail. The following attached data are added by Interaction Workspace:
IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedActionType

intercommunication.email.routing-based-actions

- Default Value: ""
- Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer
- Changes take effect: At the next interaction.
- Description: Specifies the list of routing based actions that an agent is allowed to perform.

intercommunication.email.routing-based-targets

- Default Value: ""
- Valid Values: A comma-separated list of valid object types from the following list: Agent, Queue
- Changes take effect: At the next interaction.
- Description: Specifies the list of targets that are contacted through the routing based mechanism for requests that are defined by the following option: intercommunication.e-mail.routing-based-actions

Warning

The AgentGroup and Skill targets are always addressed through routing; therefore, these are not affected by this option.

intercommunication.im.routing-based-actions

- Default Value: MakeIM
- Valid Values: MakeIM
- Changes take effect: When the application is started or restarted.
- Description: Defines the list of routing-based actions that an agent is allowed to perform.

intercommunication.im.routing-based-targets

- Default Value: ""
- Valid Values: A comma-separated list of valid object types from the following list: Agent, ACDQueue, RoutingPoint
- Changes take effect: At the next interaction.
- Description: Defines the list of targets that are contacted through the routing-based mechanism for

requests that are defined by the following option: `intercommunication.im.routing-based-actions`

Warning

The `AgentGroup` and `Skill` targets are always addressed through routing; therefore, these are not affected by this option.

`intercommunication.im.routing-points`

- Default Value: ""
- Valid Values: A comma-separated list of call number names in the following format: `$dn_name@switch$`
- Changes take effect: At the next interaction.
- Description: Determines the call number that is used by the routing-based feature. The following attached data are added by Interaction Workspace: `IW_RoutingBasedOriginalEmployeeId`, `IW_RoutingBasedTargetId`, `IW_RoutingBasedTargetType`, `IW_RoutingBasedActionType`, `IW_RoutingBasedRequestType`, `IW_RoutingBasedLocation`

`intercommunication.sms.routing-based-actions`

- Default Value: `OneStepTransfer`
- Valid Values: `OneStepTransfer`.
- Changes take effect: At the next interaction.
- Description:

Warning

This option is included in the 8.1.3 template; however, this option is not supported in the 8.1.3 release. To take advantage of this option, Genesys recommends that you upgrade to Workspace 8.5.1

Specifies the list of routing-based actions that an agent is allowed to perform.

`intercommunication.sms.routing-based-targets`

- Default Value: `Agent`
- Valid Values: `Agent`, `Queue`.
- Changes take effect: At the next interaction.
- Description:

Warning

This option is included in the 8.1.3 template; however, this option is not supported in the 8.1.3 release. To take advantage of this option, Genesys recommends that you upgrade to Workspace 8.5.1

Specifies the list of targets that are contacted through the routing-based functionality for requests that are defined by the `intercommunication.sms.routing-based-actions` option.

Important

The AgentGroup and Skill targets are always addressed through routing; therefore, they are not affected by this option.

`intercommunication.sms.queue=`

- Default Value: ""
- Valid Values: Name of a valid Script object of type Interaction Queue.
- Changes take effect: At the next interaction.
- Description: Specifies the name of the queue that is used by the routing-based feature. The following attached data are added by Interaction Workspace: `IW_RoutingBasedOriginalEmployeeId`, `IW_RoutingBasedTargetId`, `IW_RoutingBasedTargetType`, `IW_RoutingBasedActionType`.

`intercommunication.voice.routing-based-actions`

- Default Value: `MakeCall,OneStepConference,InitConference,OneStepTransfer,InitTransfer`
- Valid Values: A comma-separated list of valid operation names from the following list: `MakeCall`, `OneStepTransfer`, `InitTransfer`, `InitConference`, `OneStepConference`.
- Changes take effect: At the next interaction.
- Description: Defines the list of routing-based actions that an agent may perform.

`intercommunication.voice.routing-based-targets`

- Default Value: ""
- Valid Values: A comma-separated list of valid object types from the following list: `Agent`, `ACDQueue`, `RoutingPoint`, `Contact`, `TypeDestination`.
- Changes take effect: At the next interaction.
- Description: Defines the list of targets that are contacted through the routing-based mechanism for the requests that are defined in the option `intercommunication.voice.routing-based-actions`.

Warning

The targets `AgentGroup` and `Skill` are always addressed through routing; therefore, these are not affected by this option.

intercommunication.voice.routing-points

- Default Value: ""
- Valid Values: A comma-separated list of call number names in the following format: `$dn_name@switch$`
- Changes take effect: At the next interaction.
- Description: Determines the call number that is used by the routing-based feature. The following attached data are added by Interaction Workspace: `IW_RoutingBasedOriginalEmployeeId`, `IW_RoutingBasedTargetId`, `IW_RoutingBasedTargetType`, `IW_RoutingBasedActionType`, `IW_RoutingBasedRequestType`, `IW_RoutingBasedLocation`

intercommunication.<media-type>.routing-based-actions

- Default Value: ""
- Valid Values: A comma-separated list of valid operation names from the following list:
`OneStepTransfer`.
- Changes take effect: At the next interaction.
- Description: Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.<media-type>.queue

- Default Value: ""
- Valid Values: Name of a valid Script object of type `Interaction Queue`
- Changes take effect: At the next interaction.
- Description: Use this option as a template for any specific workitem media-type to specify the name of the Interaction Queue that is used by the 'routing based' feature for the specified workitem media-type. The following attached data are added by Interaction Workspace:
`IW_RoutingBasedOriginalEmployeeId`, `IW_RoutingBasedTargetId`, `IW_RoutingBasedTargetType`, `IW_RoutingBasedRequestType`.

intercommunication.<media-type>.routing-based-targets

- Default Value: ""
- Valid Values: A comma-separated list of valid object types from the following list: `Agent`, `Queue`.
- Changes take effect: At the next interaction.
- Description: Use this option as a template for any specific workitem media type to define the list of

targets that are contacted through the routing based mechanism for the requests that are defined in the option `intercommunication.<media-type>.routing-based-actions`. Note: The targets `AgentGroup` and `Skill` are always addressed through routing; therefore, they are not affected by this option.