Workspace Desktop Edition Deployment Guide

Keyboard Options

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Keyboard Options

Contents

Keyboard

keyboard.hotkey.agent-not-ready

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to set the agent state to Not Ready. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.hotkey.agent-not-ready-with-reason.<Action Code>

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to set the agent state to Not Ready with a reason. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`. You must also name the option by adding the Action Code 'code' attribute to the name of the option. For example, if the name of the "Not Ready" Action Code is "Meeting" and its code is '1001', then the option key name is specified as "keyboard.hotkey.agent-not-ready-with-reason.1001" and the value should be specified as `Ctrl+Alt+M`.

keyboard.hotkey.agent-ready

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to set the agent state to Ready. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.hotkey.decrease-microphone-volume-active-sip-call

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to decrease the volume of the microphone during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.decrease-speaker-volume-active-sip-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to decrease the volume of the speaker during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.hold-active-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to hold the active call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.increase-microphone-volume-active-sip-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to increase the volume of the microphone during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.increase-speaker-volume-active-sip-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to increase the volume of the speaker during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.mute-microphone-active-sip-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to mute the microphone during an active SIP call. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.hotkey.mute-speaker-active-sip-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to mute the speaker during an active SIP call. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.hotkey.release-active-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to release the active call. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.hotkey.toaster-accept

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to accept the interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.hotkey.toaster-decline

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key

names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to decline the interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.action.help

- Default Value: F1

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to open the help. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.campaign.get-record

- Default Value: "Ctrl+Shift+R"

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to get a new campaign record. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.contact.assigncontact

- Default Value: Ctrl+A

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to assign a contact to the current interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.chat.conference

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to start a chat conference. For example: F1, Ctrl+Alt+V,

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Ctrl+Shift+Alt+V.
```

keyboard.shortcut.interaction.chat.end

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to end a chat conference. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.chat.transfer

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to transfer a chat. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.forward

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A valid shortcut key to forward an e-mail. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.print

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A valid shortcut key to print an e-mail. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.im.release

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to release an IM interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.preview.call-record

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to view a call record for a preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.preview.cancel-record

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to cancel a record for a preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.preview.mark-done

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to mark a preview interaction as done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.preview.mark-done-get-next

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to mark a preview interaction as done and get a new preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.preview.reject-record

- Default Value:""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to reject a preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.pull-preview.mark-done

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to mark a pull-preview interaction as done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.pull-preview.mark-done-get-next

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key mark a pull-preview interaction as done and get the next pull-preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.answer-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to answer a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.hold-call

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to hold a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.pause-recording-call

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to hold a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.resume-recording-call

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to hold a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.reconnect-call

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to reconnect to a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.release-call

- Default Value: CTRL+D
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the

character key with the '+' character.

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

- Description: A shortcut key to release a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.resume-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to resume a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.single-step-conference

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to start an instant voice conference. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.single-step-transfer

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to instantly transfer a voice interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.start-recording-call

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to start recording a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.voice.stop-recording-call

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to stop recording a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.webcallback.call-contact

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to call a contact who has requested a web callback interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.webcallback.mark-done

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to mark a web callback interaction as Done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.contact.reset

- Default Value: Ctrl+R
- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to reset a contact record. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.contact.save

- Default Value: Ctrl+S

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to save the contact record. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.consult

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to start a consultation. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.add-attachments

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to add an attachment to the active e-mail interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.delete

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to delete the current e-mail interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.interim-send

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to send an interim copy of the current e-mail interaction. For example: F1, `Ctrl+Alt+V, Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.reply

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to reply to the current e-mail interaction. For example: F1, `Ctrl+Alt+V, Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.reply-all

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to reply to the sender and all recipients of the current e-mail interaction. For example: F1, `Ctrl+Alt+V, Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.save

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to save the current e-mail interaction. For example: F1, `Ctrl+Alt+V, Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.save-in-workbin

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to save the current e-mail interaction in a workbin. For example: F1, `Ctrl+Alt+V, Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.email.send

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to send the current e-mail interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.email.transfer

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to transfer the current e-mail interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.mark-done

- Default Value: Ctrl+E
- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to mark the current interaction as done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.reply-all-email

- Default Value: Ctrl+Shift+A
- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.
- Changes take effect: When the application is started or restarted.
- Description: A shortcut key to reply to the sender and all recipients of the current inbound e-mail interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.reply-email

- Default Value: `Ctrl+R`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to reply to the sender of the current e-mail interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.save-email

- Default Value: `Ctrl+S`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to save the current e-mail interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.save-email-in-workbin

- Default Value: `Ctrl+Y`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to save the current e-mail interaction in a workbin. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.send-email

- Default Value: `Ctrl+Enter`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to send the current e-mail interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.sms.delete

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to delete the current SMS interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.sms.transfer

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to transfer the current SMS interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.voice.release-call

- Default Value: ""

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to release a voice call. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.workitem.move-to-workbin

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to move the current workitem to a workbin. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.interaction.workitem.transfer

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to transfer the current workitem. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.state.logout

- Default Value: `Ctrl+Alt+X`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to logout. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.state.not-ready

- Default Value: `Ctrl+Alt+N`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to set the agent state to Not Ready. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.state.not-ready-after-call-work

- Default Value: `Ctrl+Alt+Z`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to set the agent state to Not Ready After Call Work. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.state.ready

- Default Value: `Ctrl+Alt+R`

- Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.

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

- Description: A shortcut key to set the agent state to Ready. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.teamlead.chat.bargein

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A valid shortcut key to forward an e-mail. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.teamlead.chat.stop-monitoring

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A valid shortcut key to forward an e-mail. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.teamlead.stop-monitoring

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A valid shortcut key to forward an e-mail. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.teamlead.voice.bargein

- Default Value: ""
- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
- Changes take effect: When the application is started or restarted.
- Description: A valid shortcut key to barge in to a voice interaction. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`.

keyboard.shortcut.teamlead.voice.stop-monitoring

- Default Value: ""

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A valid shortcut key to forward an e-mail. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.toaster.accept

- Default Value: Ctrl+G

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to accept a new interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.toaster.reject

- Default Value: Ctrl+M

- Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

- Description: A shortcut key to reject a new interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.