GENESYS™

Workspace Desktop Edition Deployment Guide

Web Callback Options

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Web Callback

webcallback.auto-answer

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Specifies whether a Web Callback interaction is automatically accepted when 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.

webcallback.auto-dial

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At the next interaction.
- Description: Specifies whether Callback Phone Number is automatically dialed when an Interaction Web Callback is accepted. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

webcallback.complete-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 Web Callback interactions are placed when an agent marks one as `Processed`.

webcallback.park-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 the parent Web Callback interaction is placed when an agent transfers a voice call that is created from a Web Callback interaction.

webcallback.reschedule-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 Web Callback interactions are placed when an agent reschedules one and marks it as `Processed`.

webcallback.ringing-bell

- Default Value: `Sounds\Ring.mp3|10|-1`
- Valid Values: All characters and special characters that comprise a valid Windows file path, '|' separator, and numeric values.
- Changes take effect: At the next interaction.
- Description: Specify the web callback ringing sound configuration string of a web callback is delivered to the agent. 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.

webcallback.webcallback-information.content

- Default Value: `Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime,FormerAttempts`
- Valid Values: A comma separated list of items from the following list: `Subject`, `PhoneNumber`, `Type`, `ScheduledDate`, `ContactTime`, `LocalTime`, `FormerAttempts`, and `Result`
- Changes take effect: At the next interaction.
- Description: Specifies the callback data that is displayed in the Callback Information Area. The callback data entries are displayed in the order in which they appear in the list.

webcallback.webcallback-information.frame-color

- Default Value: #FFDFE8F6
- Valid Values: Valid Hexadecimal (HTML) color code.
- Changes take effect: At the next interaction.

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

webcallback.webcallback-information.frame-color

- Default Value: #FF15428B

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

- Changes take effect: At the next interaction.

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