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Workspace Desktop Edition Deployment Guide

[Display Formats Options](#)

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Contents

- [1 Display Formats Options](#)
 - [1.1 Display formats](#)

Display formats

display-format.acd-queue-name

- Default Value: `$ACDQueue.Alias$|$ACDQueue.Number@$ACDQueue.Location$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$ACDQueue.Number$, $ACDQueue.Alias$, $ACDQueue.Location$`
- Changes take effect: Immediately.
- Description: Defines the display format of ACD Queues by specifying a string that contains the following field codes:
`$ACDQueue.Number$, $ACDQueue.Alias$, $ACDQueue.Location$`
If all field codes are empty, the following field codes are used:
`$ACDQueue.Number@$ACDQueue.Location$`

display-format.agent-name

- Default Value: `$Agent.FullName$|$Agent.UserName$`
- Valid Values: `$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Defines the display format of other agents by specifying a string that contains the following field codes:
`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$.`

display-format.caller-name

- Default Value: `$Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$`
- Valid Values: `$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Specifies the content of the 'Origin; field of the Case Information area. This option is enabled when the value of the **interaction.case-data.content** option contains the 'History' key. This content is typically used when placing an outbound call where the origin contains a string such as 'outbound call to xxx'.
The content is populated based on contact attributes and attached data keys that are defined by a string that contains the following field codes: `$Interaction.CaseId$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$` (where X is the name of the contact attribute and Y is the attached data key name). If all field codes are empty, the following field code is used: `$Interaction.MainParty$`.

display-format.case-name-format

- Default Value: `$Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Case.Id$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: Defines the display format of the case label that is currently used by the application by specifying a string that contains the following field codes:
`$Case.Id$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.chat-agent-name

- Default Value: `$ChatAgent.Nickname|$ChatAgent.FullName|$ChatAgent.UserName$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$ChatAgent.Nickname$, $ChatAgent.FullName$, $ChatAgent.UserName$,
$ChatAgent.LastName$, $ChatAgent.FirstName$, $ChatAgent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Specifies the display format of **chat nicknames** for agents. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

display-format.current-agent-name

- Default Value: `$Agent.FullName|$Agent.UserName$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$`
- Changes take effect: Immediately.
- Description: Defines the display format of the agent that is currently using the application by specifying a string that contains the following field codes:
`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$.`
If all field codes are empty, the following field codes are used:
`$Agent.UserName$`

display-format.customer-name-format

- Default Value: `$Contact.FirstName$ Contact.LastName|$Party.DisplayName$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Contact.X$`
- Where X is the name of the contact attribute.
- Changes take effect: Immediately.
- Description: Specifies the content of the text that represents the contact in the call participants area of the voice interaction interface. This option is applicable when a UCS Contact has been assigned either automatically or manually to the interaction.

The content is populated based on contact attributes and attached data keys that are defined by a string that contains the following field codes: `$Interaction.CaseId$`, `$Interaction.MainParty$`, `$Contact.X$`, `$AttachedData.Y$` (where X is the name of the contact attribute, and Y is the attached data key name). If all field codes are empty, the following field code is used: `$Interaction.MainParty$`

This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

display-format.interaction-callback-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$)`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.Type$`, `$Interaction.CaseId$`, `$Interaction.Id$`, `$Interaction.MainParty$`, `$Contact.X$`, `$AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction is a Callback, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes: `$Interaction.Type$`, `$Interaction.CaseId$`, `$Interaction.Id$`, `$Interaction.MainParty$`, `$Contact.X$`, `$AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-chat-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$)$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.CaseId$`, `$Interaction.Id$`, `$Interaction.MainParty$`, `$Contact.X$`, `$AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction is a Chat, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes: `$Interaction.CaseId$`, `$Interaction.Id$`, `$Interaction.MainParty$`, `$Contact.X$`, `$AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-email-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$)$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.CaseId$`, `$Interaction.Id$`, `$Interaction.MainParty$`, `$Contact.X$`, `$AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction is an e-mail, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified

by specifying a string of field codes:

```
$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$,  
$AttachedData.Y$
```

Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-im-name

- Default Value: `$Interaction.Type$ $Interaction.MainParty$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.Type$, $Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$,
$AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction is an Instant Message, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes:
`$Interaction.Type$, $Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$,
$AttachedData.Y$`
Where Y is the name of the attached data key.

display-format.interaction-outbound-pull-preview-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$
$Contact.LastName|$Interaction.MainParty$)`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$,
$AttachedData.Y$.`
- Changes take effect: Immediately.
- Description: If the main interaction is an Outbound Pull Preview, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes.. Where X is the name of contact attribute, and Y is the attached data key name.

display-format.interaction-outbound-push-preview-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$
$Contact.LastName|$Interaction.MainParty$)`
- Valid Values: A string that contains a compilation of characters and field codes from the following list:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$,
$AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction is an Outbound Push Preview, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes. Where X name of contact attribute, and Y is the attached data key name.

display-format.interaction-queue.name

- Default Value: `$InteractionQueue.Media@$InteractionQueue.Names`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$InteractionQueue.Name$, $InteractionQueue.Media$`
- Changes take effect: When the application is started or restarted.
- Description: Defines the display format of Interaction Queues by specifying a string that contains the following field codes:
`$InteractionQueue.Name$, $InteractionQueue.Media$`. If all field codes are empty, the following field codes are used: `$InteractionQueue.Media@$InteractionQueue.Name$`.

display-format.interaction-sms-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$)$`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction is an SMS, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-voice-name

- Default Value: `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$)`
- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
- Changes take effect: Immediately.
- Description: If the main interaction media type is voice, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes:
`$Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-workitem-name

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

- **Valid Values:** A string that contains a compilation of characters and field codes from the following list:
\$Interaction.CaseId\$, \$Interaction.Id\$, \$Interaction.MainParty\$, \$Contact.X\$,
\$AttachedData.Y\$
- **Changes take effect:** Immediately.
- **Description:** If the main interaction is a workitem, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by specifying a string of field codes:
\$Interaction.CaseId\$, \$Interaction.Id\$, \$Interaction.MainParty\$, \$Contact.X\$,
\$AttachedData.Y\$
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.routing-point-name

- **Default Value:** A string that contains a compilation of characters and field codes from the following list:
\$RoutingPoint.Alias|\$RoutingPoint.Number@\$RoutingPoint.Location\$
- **Valid Values:** \$RoutingPoint.Number\$, \$RoutingPoint.Alias\$, \$RoutingPoint.Location\$
- **Changes take effect:** Immediately.
- **Description:** Defines the display format of Routing Points by specifying a string that contains the following field codes:
\$RoutingPoint.Number\$, \$RoutingPoint.Alias\$, \$RoutingPoint.Location\$
If all field codes are empty, the following field codes are used:
\$RoutingPoint.Number@\$RoutingPoint.Location\$