GENESYS™

Workspace Desktop Edition Deployment Guide

E-Mail Options

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E-Mail Options

Contents

E-Mail

email.attachment-download-timeout

- Default Value: 20
- Valid Values: -1, 1 to 3600
- Changes take effect: Immediately.
- Description: Specifies the maximum duration, in seconds, that an attachment will be allowed to download. The value -1 means that there is no maximum time.

email.auto-answer

- Default Value: false
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specifies whether an e-mail interaction is accepted automatically when an 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.

email.default-queue

- Default Value: ""
- Valid Values: A valid name of a Script of type Interaction Queue.
- Changes take effect: At the next interaction.
- Description: Specifies the Interaction queue in which new or reply outbound e-mails are submitted.

email.forward-queue

- Default Value: ""
- Valid Values: The name of a valid Script of type Interaction Queue.
- Changes take effect: Immediately.
- Description: Specifies the Interaction Queue in which inbound e-mails are placed when an agent forwards an inbound e-mail to an External Resource.

email.from-addresses

- Default Value: $EMAILSERVER$

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

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

- Description: A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as available *from addresses* of e-mail interactions. The value $EMAILSERVER$ specifies that *from addresses* are populated from the POP client sections of Email Server applications.

email.html-format

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: At the next interaction.

- Description: Specifies whether or not the format of a new outbound e-mail is html or plain text. When set to `true`, new e-mail will be formatted in HTML.

email.include-original-text-in-reply

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: At the next interaction.

- Description: Specifies whether the text of the original inbound e-mail is included in the outbound reply e-mail. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.max-attachments-size

Added: 8.1.40x.xx

- Default Value: `0`
- Valid Values: A positive integer.
- Changes take effect: At the next interaction.
- Description: The total maximum number of megabytes of files that agents can attach to an outbound e-mail interaction. An error message is displayed to the agent if the total number of megabytes for all attached files exceeds this value. The value `0` means that there is no restriction.

email.move-inbound-to-in-progress-workbin-on-reply

Added: 8.1.402.xx

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

- Description: If the value of this option is set to `true`, when an agent replies or replies-all to an inbound e-mail interaction that is stored either in a personal in-progress or a shared workbin or in the Contact History, the inbound e-mail interaction is moved to the workbin that is configured as the in-progress workbin (refer to the workbin.email.in-progress option).

email.outbound-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 outbound e-mails are placed when agents click Send or Send Interim. This option is used only when Interaction Workflow does not set `Queue for New Interactions`, when it is routing inbound e-mails to agents.

email.pull-from-history-isenabled

Added: 8.1.30x.xx

- Default Value: `true`
- Valid Values: `true, false`
- Changes take effect: Immediately.
- Description: Specifies whether it is possible to pull an E-Mail interaction from Contact History. This option is applicable only if at least one of the following privileges has been granted to the agent: `Contact - Can Pull From Queue`, `Contact - Can Pull Interactions In Shared Workbins`, and `Contact - Can Pull Interactions In Workbins Not Owned By The User`.

email.prompt-for-done

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: At the next interaction.
- Description: Specifies if the application prompts a confirmation message when the user clicks Done. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.qa-review-dispositions-business-attribute

- Default Value: `""`
- 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 to populate the `E-Mail QA Review Dispositions` drop-down button (on the reviewer's desktop). This option can be overridden by a routing strategy, as described in Overriding

email.quote-char

- Default Value: >
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: For outbound e-mail that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound e-mail interaction in the outbound e-mail interaction body.

email.quote-header

- Default Value: `On <date>, <contact> wrote:`
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: Specifies the character string that is used to introduce the quoted inbound e-mail content in the body of the outbound e-mail. The following tags can be used: `<contact>`, `<date>`. These tags are replaced respectively by the contact name and the date and time of the interaction when they appear in the outbound e-mail.

email.reply-format

- Default Value: `auto`
- Valid Values: Select a value from the following list: `auto`, `html`, `plain-text`
- Changes take effect: At the next interaction.
- Description: Specifies the format of an outbound e-mail reply.
  - `auto`--Outbound e-mail reply format is the same as corresponding inbound e-mail.
  - `html`--Outbound e-mail reply format is forced to HTML.
  - `plain-text`--Outbound e-mail reply format is forced to plain text.

email.reply-prefix

- Default Value: Re:<SPACE>
- Valid Values: Any valid character string.
- Changes take effect: Immediately.
- Description: Specifies the reply-prefix that is added to subject of the inbound e-mail.

email.ringing-bell

- Default Value: Sounds\Ring.mp3|10|-1

- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. All special characters that are valid Windows file names.

- Changes take effect: At the next interaction.

- Description: Specify the E-mail channel ringing sound configuration string, 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.

email.set-ownerid-on-send

- Default Value: true

- Valid Values: true, false

- Changes take effect: At the next interaction.

- Description: Specifies whether the owner id of the interaction should be updated with the dbid of the agent when the e-mail is sent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.signature

- Default Value: ""

- Valid Values: file: followed by the file name and path or response: followed by the response path in the Standard Response Library.

- Changes take effect: At the next interaction.

- Description: Specifies the type and the location of the signature template that is to be added to outbound e-mails. For example, file:Signatures\Signature.txt
  The value has two components that are separated by the character ':', type and location.

1. The type of signature file:

   a. file to specify a file

   b. response to specify a response from the Standard Response Library

2. The location of the signature template:

   a. The file name and folder relative to the application folder

   b. The response name and full path of the parent category in the Standard Response Library

This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.toast-information-key

- Default Value: Subject

- Valid Values: Any valid character string.

- Changes take effect: At the next interaction.

- Description: Specifies whether the Information area is displayed in the e-mail interaction notification. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.