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# Workspace Desktop Edition Deployment Guide

Expression Options

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# Expression Options

## Contents

- [1 Expression Options](#)
  - [1.1 Expression](#)

## Expression

### expression.email-address

- Default Value: `\w+([-.\ ]\w+)*@\w+([-.\ ]\w+)*\.\w+([-.\ ]\w+)*`
- Valid Values: A regular expression. 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: Specifies the regular expression to identify an e-mail address in the chat or SMS transcript. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

### expression.phone-number

- Default Value: `(?:((?:[\+]?([\d]{1,3})?:[ ]*|[\-\.]))?([1]([\d]{1,3})[\-\/])?(?:[ ]+|[\-\.])?)?([\d]{5,})`
- Valid Values: A regular expression. 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: Specifies the regular expression to identify a phone number in the chat or SMS transcript. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

### expression.phone-number.supported-characters

- Default Value: `0123456789#*`
- 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: Specifies the characters that are considered when building a request to the T-Server that relies on a phone number. Any other characters from the original string coming from the User Interface are removed. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

### expression.url

- Default Value:  
`(?#Protocol)(?:(:ht|f)tp(?:s?)\:\/\/|~|/)?(?#Username:Password)(?:\w+:\w+@)?(?#Subdomains)(?:([- \w]+\.)+)?(?#TopLevelDomains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-z]{2})?(?#Port)(?::[\d]{1,5})?(?#Directories)(?:((?:/|(?[- \w~!$+|.,=]|%[a-f\`

```
d]{2})+)|/)+|\?|#)?(?#Query)(?:(?:\?(?:[-\w~!$+|. ,*:]|%[a-f\d]{2})+=(?:[-\w~!$+|. ,*:=]|%[a-f\d]{2})*) (?:&(?:[-\w~!$+|. ,*:]|%[a-f\d]{2})+=(?:[-\w~!$+|. ,*:=]|%[a-f\d]{2})*)*)*(?#Anchor)(?:#(?:[-\w~!$+|. ,*:=]|%[a-f\d]{2})*)?
```

- Valid Values: A regular expression representing a URL.
- Changes take effect: At the next interaction.
- Description: Specifies the regular expression to identify an URL in Case Information area. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).