# Workspace Desktop Edition Deployment Guide

## Handling Interactions

4/26/2025

# Handling Interactions

## Contents

- Voice and SIP Voice
- Outbound Campaigns
- E-Mail
- Chat
- SMS
- Web Callback
- Workitems
- Social Media:
  - Facebook (by using an eServices plug-in)
  - Twitter (by using an eServices plug-in)
  - RSS (by using an eServices plug-in)

Interaction Workspace also supports the following functionality for various interaction types:

- Interaction Bar
- Workbins
- Standard Response Library
- Spelling Check

## Voice Interactions

Interaction Workspace employs the following privileges for all voice interactions:

- Release Call
- Hold Call
- Resume Call
- Mark done
- Set Disposition
- Send DTMF

Interaction Workspace also enables privileges for outbound interactions:

- Can Make Call

You use the following options in the `interaction-workspace` section to configure voice interactions:

- `voice.mark-done-on-release` -- Specifies whether the Mark Done function is required to complete the release of the call.
- `voice.auto-answer` -- Specifies whether a voice interaction is automatically answered when a TServer

Ringing event is received. This option can be overridden by a routing strategy.

- `interaction.disposition.is-mandatory` -- Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy.
- `interaction.disposition.is-read-only-on-idle` -- Prevents changes to the disposition code after the interaction has been released. This option can be overridden by a routing strategy.
- `interaction.disposition.key-name` -- The key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy.
- `interaction.disposition.use-attached-data` -- Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy.
- `interaction.disposition.use-connection-id` -- Specifies whether the connection id is sent as part of the user event that is sent for disposition code. This option can be overridden by a routing strategy.
- `interaction.disposition.value-business-attribute` -- A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy.

## Dial Plan: Prefix Management

The Dial Plan feature enables you to define the rules that Interaction Workspace applies to the dialed digits. The rules enable Interaction Workspace to transform the digits that it receives into the actual digits that are used to make the call. Interaction Workspace receives digits from chat and SMS interactions when an agent uses the click-to-dial feature. The Dial Plan Call Flow feature is applied to the following events:

- TMakeCall
- TInitiateTransfer
- TInitiateConference
- TSingleStepTransfer
- TMuteTransfer
- TSingleStepConference
- TSingleStepConference

### Pattern Matching

The table plan pattern matching values Dial plan pattern matching values provides the list of special characters that you can use to define dialed number patterns to be matched.

**Dial plan pattern matching values**

| Special Character | Pattern Matching |
|---|---|
| X | Matches any single digit from 0-9. |
| Z | Matches any single digit from 1-9. |
| N | Matches any single digit from 2-9. |

| Special Character | Pattern Matching |
|---|---|
| [...] | Matches any one of the digits that are found in the square brackets. For example, using the special characters [12345], Interaction Workspace can match any of the digits: 1, 2, 3, 4, or 5. |
| [a-b] | The hyphen inside square brackets acts as a range indicator. Matches any one digit that falls in a range of digits. For example, [125-8] matches any of the digits 1, 2, 5, 6, 7, 8. |

The following are some examples of the use of special characters to match the patterns for dialed number Pattern Matching:

- `9NXXXXXXXXX` -- Matches any 11-digit number that begins with 9, where the second digit is between 2 and 9.
- `9[54]10XXXXXX` -- Matches any 11-digit number that begins with either 9510 or 9410.
- `[45]XXX` -- Matches any 4-digit number that begins with either 4 or 5.

### Digit Translation

After the number to be dialed is matched to the pattern that is defined in the dial-plan rule, Interaction Workspace uses the `digits` parameter to determine which number to use to make the call. These digits can be any alphanumeric string. The string must be terminated with a semicolon. This parameter can also use the {DIGITS} variable, which provides flexibility in defining the digits to be dialed. {DIGITS} Variable: The digits variable in the dial-plan rule must take one of the following formats:

- `${DIGITS}`
- `${DIGITS:x}`
- `${DIGITS:x:y}`

Where:

- `DIGITS` defines the actual digits dialed from the endpoint.
- `X` defines the starting position of the variable, identified by the character position in the digit string. The value `0` represents the first character in the string (starting from the left). This value can be negative, which indicates a character position that starts from the right instead of left. For example, `-1` indicates the right-most character. The default value is `0`.
- `Y` specifies the number of characters to be included, starting from the position that is defined by `X`. By default, all characters in the string are included.

For example, if the number 96501235678 is dialed, here are some examples of how the {DIGITS} translate:

- `${DIGITS}` translates to `96501235678`.
- `${DIGITS:1}` translates to `6501235678`.

- `${DIGITS:-4:4}` translates to 5678.
- `${DIGITS:0:4}` translates to 9650.

You must configure a Dial-Plan Rule in the `dial-plan-rule-<name> option` that uses the following format: `pattern => digit translation \# comment` For example:

- `5XXX=>4351707${DIGITS} #` This rule matches any 4-digit number starting with 5 and translates it to the number 43517075XXX
- `5002=>43517075002 #` This rule matches the dialed number 5002 and translates it to the number 43517075002

## Outbound Campaign Interactions

Interaction Workspace supports the following campaign types:

- **Preview** -- Contacts are retrieved manually by the agent and dialed manually by the agent. These are low volume/high value campaigns, in which campaign calls are made by using a preset calling list for a specific campaign.
- **Push Preview** -- Contacts are retrieved automatically by the campaign, but the agent dials the call manually. These are low volume/high value value campaigns, in which campaign calls are made by using a preset calling list. Agents are provided with a preview of the call, and then can either have the opportunity to accept it, or to reject it and return it to the top of the queue or discard the record.
- **Progressive** -- Contacts are retrieved and dialed automatically by the campaign. These are low volume/high value campaigns, in which outbound calls are directed to the agent desktop.
- **Predictive** -- Contacts are retrieved and dialed automatically by the campaign. These are high volume/low value campaigns, in which outbound calls are directed to the agent desktop.
- **Active Switching Matrix (ASM)** -- Contacts are retrieved and dialed automatically by the campaign, like Progressive and Predictive, but the agent is connected immediately to the contact.

Interaction Workspace employs the following Outbound privileges for all outbound campaign voice interactions:

- Can Use -- Enables access to the Outbound Campaign functions
- Can Cancel Record -- Enables agents to decline a preview record so that it is not processed during the current campaign.
- Can Dial Alternative Chained Record -- Enables agents to dial a number from the preview record chain that is different from the number selected by the system.
- Can Edit Record Data -- Enables agents to edit the outbound record fields that are configured as editable.
- Can Get Next Preview Record -- Enables agents to request a new preview record while terminating the processing of the previous record.
- Can Mark Do Not Call -- Enables agents to mark a contact as `Do Not Call`.
- Can Reject Record -- Enables agents to decline a preview record and redirect it back to the queue to be processed by another agent in the campaign.

- Can Reschedule -- Enables agents to reschedule an outbound record of an active call for callback at a different date and/or time.
- Can Reschedule Before Call -- Enables agents to reschedule an outbound record of an Outbound Preview for callback at a different date and/or time. The Can Reschedule privilege must be enabled for this privilege to be active.
- Can Reschedule On New Number -- Enables agents to reschedule an outbound record using a new number. This action results in a new record being added to the chain.
- Can Set Call Result -- Enables agents to set a call result for the outbound record.
- Can Set Interaction Disposition -- Enables agent to set a disposition code for Outbound interactions.

Interaction Workspace also enables privileges for Outbound Push Preview campaigns interactions:

- Can Use Push Preview -- Enables agents to actively participate in Outbound Push Preview campaigns.

To ensure that this feature behaves correctly in Interaction Workspace, you must configure the `send_attribute` key-value pair as specified in the *Outbound Reference Guide*. For example, where the *Outbound Referece Guide* recommends that you set the field name to `GSW_UNTIL` or `GSW_FROM`, consider setting those values to `GSW_UNTIL` or `GSW_FROM` only. To set an alternative display name in the agent facing interface, you can use the `display-name` key-value as described in the following table:

**Configuration of the interaction-workspace section in the objects of type 'Field' in Genesys Administrator**

| Option | Valid Values | Default Value | Description |
|---|---|---|---|
| display-type | bool, enum | (none) | Defines the type of the outbound field to be displayed on Interaction-Workspace side.<br>If set to `enum`, the outbound field possible values will be displayed in a combo box. In this case, the list of possible values is defined in the `enum.business-attribute` option.<br>If set to `bool`, the outbound field value will be displayed as a checkbox.<br>`enum` and `bool` display types are taken into account only if the outbound field data type is `char` or `varchar`<br>If this option is not set, the outbound field is displayed either as a string, or as an integer, |

| Option | Valid Values | Default Value | Description |
|---|---|---|---|
| | | | or as a Date, or as a float, according to the outbound field data type. |
| read-only | true, false | true (for system fields), false (for user-defined fields) | Specifies whether this outbound field can be modified |
| display-name | any string | (none) | Defines the name that is displayed for this outbound field on Interaction-Workspace side. If this option is not set, the outbound field is displayed using the `send_attribute` value. |
| display | true, false | true | Defines if the outbound field is displayed or not on Interaction-Workspace side. This option is used in addition to the creation of the `send_attribute`. If the send_attribute is defined, use this option to hide the outbound field. |
| bool.true-value | any string | true | Defines the string that corresponds to 'true'. Used only if `display_type` is set to `bool` |
| bool.false-value | any string | false | Defines the string that corresponds to 'false'. Used only if `display_type` is set to `bool` |
| enum.business-attribute | (link to business attributes) | (none) | Link to business attributes that define the enum value. Used only if `display_type` is set to `enum`. By default the items are sorted alphabetically in this list. To move some or all of these fields to the top of the list, you can use the `order` option. Create this option in the annex of the Business |

| Option | Valid Values | Default Value | Description |
|---|---|---|---|
| | | | Attribute object that contains the list of values:<br>• Section: `interaction-workspace`<br>• Option: `order`<br>• Default value: `""`<br>• Valid values: A comma-separated list of Business Attribute Value names. |
| int.min-value | integer | 0 | Minimum value accepted. Used only if the outbound field data type is int |
| int.max-value | integer | 2147483647 | Maximum value accepted. Used only if the outbound field data type is int |
| float.min-value | float | 0 | Minimum value accepted. Used only if the outbound field data type is float |
| float.max-value | float | 3.40282347E+38 | Maximum value accepted. Used only if the outbound field data type is float |

Next, you must configure the `send_attribute` key-value pair as specified in the *Outbound Reference Guide* for the calling list. To set an alternative display name in the agent facing interface, you can use the `outbound.fields.order` key-value as described in the following table:

**Configuration of the interaction-workspace section in the objects of type 'Calling List' in Genesys Administrator**

| Option | Valid Values | Default Value Description | |
|---|---|---|---|
| outbound.fields.order | A comma-separated list of Outbound fields, identified by the value of the key `send_attribute` that is configured in section `0CServer` or `default` in the annex of the `Field` object. | `""` | Defines the order in which the outbound fields are sorted in the outbound data area. The fields that are not listed in this option are listed after the sorted fields, retaining their default sorting as |

| Option | Valid Values | Default Value Description | |
|---|---|---|---|
| | | | specified by OCS. |

You use the following options in the `interaction-workspace` section to configure voice interactions:

- `outbound.record-information.frame-color` -- Specifies the color of the border of the Case Data view frame. This option can be overridden by a routing strategy.
- `outbound.record-information.header-foreground-color` -- Specifies the color of the foreground of the Case Data view header. This option can be overridden by a routing strategy.
- `outbound.call-result-values` -- Specifies the list of call results that are available for the agent to use for an outbound interaction. The call results are displayed in the order in which they appear in the list. For example: `Answered,NoAnswer,AnsweringMachine,Busy,WrongNumber`
- `outbound.push-preview.auto-answer` -- Specifies whether a push-preview outbound interaction is automatically accepted and joined when an Interaction Server Invite event is received. This option can be overridden by a routing strategy.
- `outbound.push-preview.use-combined-channel` -- Specifies whether the outbound push-preview channel is combined with the voice channel.
- `display-format.interaction-outbound-pull-preview-name` -- Defines the display format of outbound pull-preview (preview) interactions by specifying a string of field codes.
- `display-format.interaction-outbound-push-preview-name` -- Defines the display format of outbound push-preview interactions by specifying a string of field codes.
- `login.outboundpreview.can-unactivate-channel` -- Specifies whether the agent can select and unselect (auto-login or not) the outbound preview channel.

## Dialing an alternate number in Outbound Preview Mode

You can now configure an alternate dialing number for an Outbound call that has a `NoAnswer` or `Busy` result, or some other result than `Answered`.

To enable this functionality, you must create a new Treatment object in the Outbound Contact Server (OCS) application in the Genesys Configuration layer. The Treatment object specifies that the next number in the dialing chain for the contact is dialed. The Treatment ensures that each number in the dialing chain is tried until the agent applies a different disposition to the call.

1. In Genesys Administrator, open `PROVISIONING > Outbound Contact > Treatments`.
2. Click `New`.
3. In the New Treatment view, set the following field values:
   - **Name:** ReDial_NoAnswer
   - **Call Result:** No Answer
   - **Apply to Record:** Next in chain
   - **Number in Sequence:** 1
   - **State:** Enabled

- **Cycle Attempt:** 10
- **Interval, minutes:** 1

4. Assign the new Treatment to the calling list. Open one or more of your Calling List objects in Genesys Administrator and select the Treatments tab.
5. Click Add.
6. In the Browse dialog box, select the treatment that you just created.
7. Click 0K.
8. Click Save & Close.
9. In Genesys Administrator, open the Interaction Workspace Application object and configure it to use the Treatment.
10. In the interaction-workspace section assign the value personal to the outbound.treatment-mode option. Setting this option to personal adds the GSW_TREATMENT = RecordTreatPersonal attached data to the EventUserEvent that is generated when the record is marked as processed. This attached data informs OCS that a treatment should be applied to the outbound record if the call result matches the result that is set for the record. This ensures that the callback is assigned to the agent who set the No Answer disposition for the call and not to the next available agent who is working on the same campaign. Refer to the scenario that is described below.

### Scenario

1. Your Outbound campaign is started in Preview mode.
2. An agent logs in to Interaction Workspace.
3. The agent clicks Get Record to retrieve an Outbound Record from the Outbound Campaign on which they are working.
4. The agent receives an Outbound Record and selects the number to be dialed from the list of available phone numbers in the Outbound Chain.
5. The agent calls the selected number.
6. When the call is over, the agent sets the Call Result to No Answer and then clicks Done, closing the interaction.
7. OCS applies the ReDial_NoAnswer call treatment that you created to handle the No Answer call result.
8. An immediate callback for the Outbound Record is triggered (refer to the "Call Handling/Treatments" section in the *Outbound Contact 8.1 Deployment Guide*).
9. The agent immediately receives a *personal* callback for this outbound record because the value of the outbound.treatment-mode option is set to personal.
10. The agent accepts the personal callback.
11. The preview record is displayed and the agent is able to dial one of the available numbers from the outbound chain.

## E-Mail Interactions

Interaction Workspace enables agents to handle e-mail interactions, including the following

functionality:

- Reply to inbound e-mails (with or without the original text)
- Create new outbound e-mails
- Check the spelling of an outbound e-mail
- Apply a signature to an outbound e-mail
- Store e-mails in a workbin
- Transfer an e-mail to an internal target
- Forward an e-mail to an external resource
- Set a disposition code
- Mark the interaction as Done
- Quality Assurance (QA) review of e-mails
- View and copy links to non-embedded images in inbound and outbound e-mail interactions
- View and insert Standard Responses
- Paste content from browsers and other applications that display HTML
- Paste images from browsers and other applications that display HTML
- Printing e-mails

Interaction Workspace employs the following privileges for all E-mail interactions:

- Can Use E-mail media
- Can Decline
- Can Release
- Can Move to Workbin
- Can Reply
- Can Reply All
- Can Add Attachments
- Can Send
- Can Save
- Can Delete
- Can One Step Transfer
- Can Set Interaction Disposition
- Can Interim Send

Mandatory options for correct e-mail handling:

- `email.default-queue` -- Specifies the default queue for e-mail interactions.
- `email.outbound-queue` -- Specifies the default queue for e-mail interactions.

- `workbin.email.draft` -- Specifies the name of the Workbin to be used to store draft e-mails
- `workbin.email.in-progress` -- Specifies the workbin to be used to store e-mails which are in the `In Progress` state.

Interaction Workspace handles linked images in the HTML content of inbound and outbound e-mails. Images are loaded from their respective web servers in the background so that display of the e-mail does not block the application. For environments where Internet proxies require user authentication, the following options have been added to the template:

- `webproxy.address`--Specifies the the web proxy address.
- `webproxy.username`--Specifies the the web proxy username.
- `webproxy.password`--Specifies the the web proxy password.

## Signatures

Interaction Workspace enables you to assign default signature templates to outbound e-mail interactions. E-mail signatures allow the insertion of tagged-data fields with data that is related to the agent, such as name, job title, department, phone number, e-mail address, and so on. Refer to "Using UCS Data in Standard Responses: System Variables" in the "Genesys Knowledge Management: Basics" chapter of the eServices User's Guide for more information about the tagged data field. Signatures also support linked image(s) and hyperlinks. Use the `email.signature` configuration option in the `interaction-workspace` section to specify the path and name of the signature file or the location of the Response in the Standard Response Library that is to be used as the default signature.

| | |
|---|---|
| | **Note:** This option can be overridden by a routing strategy based on the attached data of the interaction. |

## Inbound E-Mail Forward to External Resource

Interaction Workspace enables agents to forward active inbound e-mail interactions to an external resource by selecting a valid e-mail address in Team Communicator, either by manually entering the address or by selecting it from a searched Contact or a Corporate or Personal Favorite. Depending on the Business Process that you are using, the agent who has forwarded an e-mail interaction to an external resource might retain the ownership of the interaction and be responsible for closing the interaction A set of key-value pairs that include the destination e-mail address and other information is added to the inbound e-mail before it is placed in the Forward queue so that they can be used in a Business Process:

- `GD_ExternalAgentAddress`--The e-mail address destination. This is added only if the `general.gad.attached-data` option is set to `true`.
- `GD_OriginalAgentEmployeeId`--The `Empoyee Id` of the agent. This is added only if the `general.gad.attached-data` option is set to `true`.
- `GD_TransferrerUserName`--The `UserName` of the agent. This is added only if the `general.gad.attached-data` option is set to `true`.
- `IW_ExternalAgentAddress`--The e-mail address destination.
- `IW_OriginalAgentEmployeeId`--The Empoyee Id of the agent.

- IW_TransferrerUserName--The UserName of the agent.
- IW_EmailNotepad--The current notepad text of the e-mail view.

Refer to EServices e-mail workflow samples for more information about forwarding e-mail interactions to external resources. The following task controls the use of the forwarding feature:

- Can Forward E-Mail to External Resource

Use the email.forward-queue configuration option in the interaction-workspace section to specify the Interaction Queue in which the inbound e-mail is placed when an agent forwards it to an external resource. Use the keyboard.shortcut.interaction.email.forward configuration option in the interaction-workspace section to specify the shortcut that forwards an active inbound e-mail.

## E-Mail Can Mark Done Privilege

The Can Mark Done privilege controls how e-mails are marked as done. When this privilege is allowed, the Done button is displayed in the toolbar when an inbound e-mail is presented. If an agent clicks Done, the inbound e-mail is terminated (removed from the Business Process). It will then not be possible to submit any corresponding outbound reply from the interaction view. It can only be reopened from the Contact History. When this privilege is not allowed, the Done button is not displayed in the toolbar when an inbound e-mail is displayed. The agent must handle the e-mail by replying to it, transferring it, or placing it in a workbin.

## E-Mail Interaction History

An agent can take ownership of e-mail interactions that are in-progress if you grant the permissions that are listed in the table **Agent Privileges that Control E-Mail Interaction History Functionality** lists the privileges that can be used to enable the Interaction History for agents. The E-mail Interaction History feature displays the status of the interaction to agents by using the detailed status information that is provided by Interaction Server. The in-progress status of an e-mail enables agents to find and process inbound e-mail interactions that are in a queue but are not assigned, or are in the process of being routed. The in-progress status can also be used to restrict which agents can handle an in-progress interaction.

**Agent Privileges that Control E-Mail Interaction History Functionality**

| Privilege | Agent Functionality |
|---|---|
| Workbin - Can Use | Agents can open any e-mail that is present in the agent's personal workbins or in shared workbins to which the agent has access from the Workbin view. |
| Contact - Can Pull From Other Personal Workbins | Agents can select an e-mail that is currently in the workbin of another agent. |
| Contact - Can Pull From unasigned shared workbin | Agents can select an e-mail from a shared workbin to which the agent is not assigned or is in the scope of a group to which the agent is not a member. |
| Contact - Can Pull Queued Emails | Agents can select an e-mail that is in a queue or that is currently being delivered. |

### Printing

From the E-Mail Interaction window, agents can display the Print Preview window which provides the following functionality:

- Print preview
- Printer selection
- Page range
- Page layout
- Configurable page margins

Enable the following privilege to allow agents to print e-mail interactions:

- Can Print Email

Configure the following option to specify whether the Print Preview window is displayed to the agent:

- `printing.use-print-preview`

## Chat Interactions

Interaction Workspace employs the following privileges for all Chat interactions:

- Can Use Chat Media
- Can Decline Chat
- Can Release
- Can One Step Transfer
- Can One Step Conference
- Can Push Url
- Can Set Interaction Disposition
- Show Silent Monitoring

You use the following options in the `interaction-workspace` section to configure Chat interactions:

- `options.record-option-locally-only` -- Specifies whether the display settings for the agent are stored locally or in the agent annex.
- `interaction-workspace-pushed-url` -- Specifies the section in the agent annex in which pushed URL titles are saved.
- `chat.pending-response-to-customer` -- Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat. Three levels are displayed: below the warning time, between the warning time and the maximum time, and above the maximum time. Agents are warned by the flashing of various elements in the user interface, including the taskbar, collapse/expand button, the interaction bar, and the pending response timer. If the agent places his or her mouse pointer on

any of these flashing elements, a preview of the last received message from the contact is displayed.

- `chat.toast-information-key` -- Specifies whether the Information area is displayed in the Chat interaction notification. The option specifies the name of the attached data key that contains the information.
- `chat.typing-timeout` -- Specifies the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.
- `chat.new-message-bell` -- Specifies the new Chat sound configuration string.
- `chat.reconnect-attempts`--Defines the number of attempts to reconnect to the chat session. This applies to environments that implement Chat High Availability (HA) but also to simple environments if network disconnection occurs during a chat session.
- `chat.reconnect-timeout`--Defines the interval between each attempt to reconnect to the chat session. This applies to environments that implement Chat High Availability (HA) but also to simple environments if network disconnection occurs during a chat session.
- `chat.nickname`--Specifies that a nickname (pseudonym) is used in chat sessions instead of the agent's user name, and defines the nickname.
- `display-format.chat-agent-name`--Specifies the display format of agent identifiers in agent and team supervisor views.

## Configuring Chat Conference and Consultation with a Skill, Group, or Interaction Queue

Agents can use the Team Communicator to find an "Instant Chat Conference" and "Start Chat Consultation" target based on a skill, group, or interaction queue instead of searching for a specific individual or DN. The system router finds the next available target from a list of targets based on the skill, group, or interaction queue that is selected by the agent. A Business Process tries to route the call based on attached data. You can configure the contact attempt interval and the number of attempts to find an available target with the specified skill or in the specified agent group or interaction queue before the request times out. The requesting agent is informed if the request has timed out. The following attached data keys are populated by Interaction Workspace:

- InternalConferenceInviteOwnerId--The `employeeId` of the agent who is requesting the conference or consultation.
- InternalConferenceInviteOwnerInteractionId--The `Interaction Id` of parent Interaction.

To enable this feature, allow the following privilege:

- Can One Step Conference

To configure the features of the Chat conference or consultation with a skill, an agent group, or an interaction queue, set the following configuration options:

- Set the value of the intercommunication.chat.conference.invite-timeout to specify the length of the interval before the conference invitation times out.
- Set the value of the intercommunication.chat.queue to the name of the interaction queue that is used by the routing based feature for chat.

## SMS Interactions

There are two media types that you can configure in the Configuration Server Manager `Media Type` business attribute. You can set the following media types:

- `sms` -- Use this media type to enable page mode (single message inbound and reply).
- `smssession` -- Use this media type to enable session mode (multiple message "chat"-like session).

In page mode, messages are handled individually. A contact sends a message, the agent handles the message (replies or forwards it), and the SMS interaction view is closed. In session mode, a keyword is sent by the contact that indicates that the SMS is to be part of a chat-like session. Multiple SMS messages are exchanged between an agent and a contact in a single interface. In addition to the keyword, session mode also functions when the SMS is sent to a specific, pre-configured inbound phone number. Interaction Workspace employs the following privileges for all SMS interactions:

- Can Use SMS -- Enables access to the SMS channel.
- Can Decline SMS -- Enables the agent to decline an SMS interaction.
- Can One Step Transfer -- Enables the agent to transfer an SMS interaction.
- Can Set Interaction Disposition -- Enables the agent to set a disposition for an SMS interaction.
- Can Create SMS -- Enbles the agent to create a new SMS interaction.

You use the following options in the `interaction-workspace` section to configure the channel to handle SMS interactions:

- `openmedia.bundle.sms` -- Specifies the list of media-types (SMS page mode and SMS Session mode) that are used to implement the SMS channel.
- `login.sms.can-unactivate-channel` -- Specifies whether the agent can select and unselect (activate and deactivate) the SMS channel.
- `login.sms.is-auto-ready` -- Specifies whether the SMS channel is automatically in the ready state at login.
- `sms.ringing-bell` -- Specifies the path to the sound file that is played when an sms message is received.

You can use the following `intercommunication` options in the `interaction-workspace` section to configure the routing of SMS interactions:

- `intercommunication.sms.routing-based-targets` -- Specifies the list of targets that are contacted through the Routing Base feature mechanism for the requests that are defined in the option `intercommunication.sms.routing-based-actions`.
- `intercommunication.sms.routing-based-actions` -- Specifies the list of routing-based actions that an agent may perform.
- `intercommunication.sms.queue` -- Specifies the name of the queue that is used by the Routing Base feature.

You can use the following options in the `interaction-workspace` section to configure SMS interactions:

- `sms.toast-information-key` -- Enables the display of Contact information in the interaction notification. These options defines the attached data that are displayed.
- `sms.max-message-number` -- Specifies the maximum number of SMS that are considered to be part of a single message.
- `sms.agent.text-color` -- Specifies the color of the text of the messages that are entered by an agent in the SMS interaction view.
- `sms.agent.prompt-color` -- Specifies the color of the prompt for the messages that are entered by an agent in the SMS interaction view.
- `sms.other-agent.text-color` -- Specifies the color of the text entered by another agent in the SMS interaction view.
- `sms.other-agent.prompt-color` -- Specifies the color of the prompt for the messages that are entered by the target agent in the SMS interaction view.
- `sms.client.text-color` -- Specifies the color of the text received by a contact in the SMS interaction view.
- `sms.client.prompt-color` -- Specifies the color of the prompt for the messages entered by a contact in the SMS interaction view.
- `sms.time-stamp` -- Specifies whether the time stamp is displayed in the SMS transcript area.
- `sms.auto-answer` -- Specifies whether an SMS interaction is accepted automatically when an Interaction Server `Invite` event is received.
- `sms.default-queue` -- Specifies the Interaction Queue to which a new or reply outbound SMS is submitted.
- `sms.outbound-queue` -- Specifies the Interaction Queue to which outbound SMS are moved when an agent clicks Send. This option is used only when the Interaction Workflow does not specify the `Queue for New Interactions` when Inbound SMS are being routed to an agent.
- `sms.from-numbers-business-attribute` -- Specifies the business attributes that contain the attribute values that are used as an enumerated value for the From number of an SMS interaction.
- `sms.transcript-time-frame` -- Specifies the range of time in which to search for previous interactions by the same contact.
- `sms.subject-max-chars` -- Specifies the maximum number of characters from an SMS message that are used to create the message subject if the SMS does not contain a subject.

## Web Callback Interactions

Interaction Workspace supports agent processing of Web Callbacks. Contacts can schedule a callback through your website. Interaction Workspace employs the following privileges for all Web Callback interactions:

- Can Use Web Callback Channel -- Enables access to the Web Callback channel. All other Web Callback privileges are dependent on this one.
- Can Decline -- Enables agents to decline incoming Web Callback interactions.
- Can Set Interaction Disposition -- Enables agents to set disposition codes for Web Callback interactions.
- Can Reschedule -- Enables agents to reschedule a Web Callback interaction.

- Can Reschedule Before Call -- Enables agents to reschedule a Web Callback Preview at a different date and/or time. The Can Reschedule privilege must be enabled for this privilege to be active. If Can Reschedule is enabled but Can Reschedule Before Call is disabled, agents can still reschedule the Web Callback Preview after they have connected and disconnected the call.
- Can Reschedule On New Number -- Enables agents to reschedule a Web Callback interaction by using a new phone number.
- Can Mark Done -- Enables agents to mark inbound Web Callback interactions as Done without processing them further.

You must also allow the voice privileges since the Interaction Workspace Voice channel is used to complete Web Callback interactions. To function correclty, the Web Callback feature requires Interaction Server to be available in the environment (refer to the EServices documentation), as well as either a Voice TServer or SIP Server. To support the transfer of corresponding Voice calls, configure the `webcallback.park-queue` option. To automatically dial the call when the web Callback interaction is accepted, configure the `webcallback.auto-dial`. You use the following options in the `interaction-workspace` section to configure the channel to handle Web Callback interactions:

- `login.webcallback.auto-not-ready-reason` -- Specifies whether the channel is set to Not Ready Reason automatically when the agent logs in.
- `login.webcallback.can-unactivate-channel` -- Specifies whether the agent can unactivate the Web Callback Channel.
- `login.webcallback.is-auto-ready` -- Specifies whether the channel is set to Ready automatically when the agent logs in.
- `webcallback.auto-answer` -- Specifies whether a Web Callback interaction is automatically accepted 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.
- `webcallback.auto-dial` -- Specifies whether Callback Phone Number is automatically dialed when an Interaction Web Callback is accepted.
- `webcallback.callback-information.content` -- 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.complete-queue` -- Specifies the Interaction Queue in which Web Callback interactions are placed when an agent marks it as `Processed`.
- `webcallback.park-queue` -- 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.ringing-bell` -- Specify the web callback ringing sound configuration string of a web callback is delivered to the agent.
- `webcallback.webcallback-information.frame-color` -- Specifies the color of the border of the Web Callback Information view frame of Web Callback interactions. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.
- `webcallback.webcallback-information.header-foreground-color` -- Specifies the color of the foreground of the Web Callback Information view frame of Web Callback interactions. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.
- `webcallback.reschedule-queue` -- Specifies the Interaction Queue in which Web Callback interactions are placed when an agent reschedules it.

# Customer Case

The concept of a Customer Case enables the grouping of all the information about the active interactions of all types for a single customer in one location. The Customer Case facilities enable agents to store all information about the following actions in one location, as well as:

- Handle two voice calls simultaneously.
- Toggle between two calls.
- Transfer/conference one or all interaction(s).

## Evolution and Behavior of Attached Data or Case Data

Attached data that is relevant to a call evolves and changes as a call progresses through the system in a contact center. For example, during a Transfer or Conference, information on who transferred a call and when it is attached to the case data. Not all agents in the chain will see the same case data. This information can be retrieved through the contact database by agent that have the following privileges assigned:

- Can Use Contact History CaseData
- Can Use Contact My History

## Displaying and Editing Case Information

### 1. Basic Attached Data Display

To display attached data key values in Interaction Workspace, you must first define a Business Attribute that has a list of Business Attribute Values. The Names of Business Attribute Values correspond to the names of the attached data keys that you want to display. The Display Names of the Business Attribute Values render the key in the User Interface. You must then assign the name of this Business Attribute to the `interaction.case-data.format-business-attribute` option.

### 2. Translated attached data values

To display a value of attached data by using a display name instead of raw data, in addition to what is described in step #1, you must define an additional Business Attribute in which each Business Attribute Value represents a way to render this value in the User Interface:

- Name of the Business Attribute Value is the raw attached value that is contained in the interaction
- Display Name of the Business Attribute Value is the label that is used for rendering in the User Interface.

Next, you must define the annex of the Business Attribute Value that was defined in step #1 to represent this attached data, such as the following:

- `interaction-workspace/enum.business-attribute` = the name of the Business Attribute that is defined to translated attached data value
- `interaction-workspace/read-only` = `true`
- `interaction-workspace/display-type` = `enum`

Example:

To make a key-value pair, such as "CallQuality = "0", in attached data be displayed in the Case Information area of an interaction in Interaction Workspace, perform the following steps:

In Genesys Administrator:

1. Create a Business Attribute that is named "CaseData".

2. In this Business Attribute, create a Business Attribute Value that has the name Name="CallQuality" and Display Name = "Call Quality".

3. In the Interaction Workspace application object, set the value of the interaction-workspace/interaction.case-data.format-business-attribute to "CaseData"

Interaction Workspace can now display the attached data, but the value "0" will be displayed.

4. In Genesys Administrator:
   a) Create a Business Attribute that is named enumCallQuality

   b) In this Business Attribute, create the following Business Attribute Values:
      Name = '0' and display name = '0 - Good'

      Name = '1' and display name '1 - Poor'

      Name = '2' and display name '2 - No audio'

5. In the "CallQuality" Business Attribute Value of the "CaseData" Business Attribute, set the following annex:

   - interaction-workspace/enum.business-attribute = enumCallQuality
   - interaction-workspace/read-only = true
   - interaction-workspace/display-type = enum

## Enabling Attached Data Edition

You can configure Interaction Workspace to have the ability to edit the case and interaction information that is attached to an interaction. You can specify which key/value pairs are editable by an agent by adding a new section called interaction-workspace to the attribute in Genesys Administrator, and then defining its properties. When you define the properties of an attribute in a Business Attribute, you can also specify whether it has the property readonly or not. Attributes that are not readonly can be edited by agents that have the Can Use Contact History CaseData privilege configured. An agent can only edit case information key/value pairs of those attributes that are displayed to the agent. The table Case Information Editing Case Information lists the case information business-attribute keys that can be configured to be editable. For each attribute, add a

new section named `interaction-workspace`, then define the options according to the type (Boolean, string, integer, list, float, and date) of the attribute.

**Editing Case Information**

| Attribute type | Option | Valid Values | Default Value | Description |
|---|---|---|---|---|
| Boolean | display-type | bool | bool (for this type) | |
| | read-only | true, false | true | Specifies whether this key name can be modified |
| | bool.false-value | | false | Value accepted for false |
| | bool.true-value | | true | Value accepted for true |
| string | display-type | string | string (for this type) | |
| | read-only | true, false | true | Specifies whether this key name can be modified |
| | string.max-length | 0 to Max Length | 255 | Maximum number of characters that are accepted for this option |
| integer | display-type | int | int (for this type) | |
| | read-only | true, false | true | Specifies whether this key name can be modified |
| | int.min-value | integer | 0 | Minimum value accepted |
| | int.max-value | integer | 2147483647 | Maximum value accepted |
| | int.storage-type | int or string | string | Type storage of the value |
| enum | display-type | enum | enum (for this type) | |
| | read-only | true, false | true | Specifies whether this key name can be modified |
| | enum.business-attribute | (link to business attributes) | (none) | Link to business attributes that define the enum value. By default the items in this list are sorted alphabetically. To move some or all of the fields to the top of the list, use the `order` option. |

| Attribute type | Option | Valid Values | Default Value | Description |
|---|---|---|---|---|
| | | | | This option must be created in the annex of the Business Attribute object that contains the list of values:<br>• Section: `interaction-workspace`<br>• Option: `Order`<br>• Default value: `""`<br>• Valid values: A comma-separated list of Business Attribute Value names. |
| float | display-type | float | float (for this type) | |
| | read-only | true, false | true | Specifies whether this key name can be modified |
| | float.min-value | float | 0 | Minimum value accepted |
| | float.max-value | float | 3.40282347E+38 | Maximum value accepted |
| date | display-type | date | date (for this type) | |
| | read-only | true, false | true | Specifies whether this key name can be modified |

## Displaying Active URLs in Case Information

You can configure Interaction Workpace to render some key-values as clickable hyperlinks in the Case Information area and also enable previewing of web pages by tooltip on the clickable hyperlinks. Use the following configuration options to control the way that hyperlinks are displayed, whether they are active or not, and to enable the display of a tooltip that displays a preview of the web page.

- `expression.url`--The option is configured by default to display most valid URLs as clickable hyperlinks.
- `interaction.case-data.enable-url-preview`--If this option is set to `true`, the tooltip-preview of linked web pages is enabled.

To control the display of hyperlinks in the Case Information area, format the attached data:

- If the attached data contains a raw URL, the hyperlink will be displayed as a raw URL (for example, http://<your web site>).
- If the attached data is formatted in the following way, the TITLE is displayed as a clickable hyperlink, and the target is the URL:
  - <a href="URL" title="TITLE" />
  - <a href="URL">TITLE<a/>

The Business Attribute Value of the key that contains the URL must contain the following key value: `[interaction-workspace]/display-type=string`

### Add Key-Value Pair to the Case Information

You can enable the ability to edit the case information to add Key-Values that are missing from the case information. For example, the country or region contact information might be missing. If the agent obtains this information, the agent can edit the Case Information view to add the data value.
**Pre-requisites:**

- Enable the following privilege to allow editing of case information: Case Information Can Add
- To enable a key to be added, the key must be configured as editable (refer to Editing Case Information.

## Workitems

Workitems are custom media types or tasks that are processed by the intelligent Workload Distribution (iWD) solution. iWD is an application that works with the Genesys Customer Interaction Management (CIM) Platform to distribute tasks to the resources that are best suited to handle them. It is a collection of software components for:

- Capturing tasks from various enterprise work sources.
- Applying business rules to classify, prioritize, and reprioritize the tasks.
- Routing the tasks to agents or knowledge workers in the enterprise.
- Monitoring and reporting on the intraday and historical status of the tasks and the task handling.

Refer to the *intelligent Workload Distribution 8.0 Deployment Guide* for more information. You must define workitems in Configuration Server (refer to *Framework 8.0 Genesys Administrator Help* and the *eServices (Multimedia) 8.0 User's Guide* for information about defining Business Attributes (Media Type) in Configuration Server). Interaction Workspace employs the following privileges for all Workitem interactions:

- Can Use WorkItem Channel
- Can One Step Transfer
- Can Set Interaction Disposition

You use the following options in the `interaction-workspace` section to configure Workitem interactions:

- intercommunication.<workitemchannel>.queue -- Specifies the name of the queue to be used by the Routing Base feature. The following attached data are added by Interaction Workspace:

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId,
IW_RoutingBasedTargetType, IW_RoutingBasedActionType.

- intercommunication.<workitemchannel>.routing-based-targets -- Specifies the list of targets (Agent and/or Queue) that are contacted through the routing-based mechanism, for the requests that are defined in the intercommunication.<workitemchannel>.routing-based-actions option. The AgentGroup and Skill targets are always addressed by routing; therefore, they are not affected by this option.
- intercommunication.<workitemchannel>.routing-based-request -- Specifies the list of routing-based actions (OneStepTransfer) that an agent is allowed to perform.
- login.<workitemchannel>.can-unactivate-channel -- Specifies whether an agent is allowed to select and unselect (activate and deactivate) a workitem channel during login, for example: login.myworkitem.can-unactivate-channel=true
- login.<workitemchannel>.is-auto-ready -- Specifies whether the Workitem channel is in the auto-ready state at agent login.
- openmedia.workitem-channels -- Specifies a list of Workitem channels that an agent can be enabled to use, for example: openmedia.workitem-channels=myworkitem
- <workitemchannel>.auto-answer -- Specifies whether a Workitem interaction is accepted automatically when an Invite event is received from Interaction Server.

## Workitem Can Mark Done Privilege

The Can Mark Done privilege controls how workitems are marked as done. When this privilege is allowed, the Done button is displayed in the toolbar when an inbound workitem is presented. If an agent clicks Done, the inbound workitem is terminated (removed from the Business Process). It will then not be possible to submit any corresponding outbound reply from the interaction view. It can only be reopened from the Contact History. When this privilege is not allowed, the Done button is not displayed when an inbound workitem is displayed. The agent must handle the workitem by replying to it, transferring it, or placing it in a workbin.

## Open In-progress Workitems from History

You can enable agents to open a workitem of a specified media type that is in progress and in a workbin or a queue and is not assigned to any agent that is listed in the contact history for that interaction. This feature enables an agent to immediately work on the workitem before it is assigned. This feature is useful for an agent who is interacting with a contact on another media channel.

To enable this feature, for the agent, agent group, or application object, allow the following privileges and set the value of the <media-type>.pull-from-history-isenabled option to true:

- Contact - Can Pull From Queue
- Contact - Can Pull Interactions In Shared Workbins
- Contact - Can Pull Interactions In Workbins Not Owned By The User

## Interaction Bar

Interaction Workspace supports multiple simultaneous contact interactions. This means that agents can have more than one interaction open and active on their desktop simultaneously. The Interaction bar is a feature of the Main Window that enables agents to track and access all their current interactions. When an agent has an active interaction, the Interaction Summary View is displayed at the bottom of the Main Window. Each interaction is represented by a block in the view. The block contains contact information and interaction type to enable an agent to distinguish one interaction from another. An agent can click a block to activate it and open a set of controls, or to bring the Interaction window to the front of the desktop. Interaction Workspace employs the following privilege for the Interaction bar:

- Interaction Bar - Can Use

## Workbins

A workbin is like a shared queue for Agents, Places, Agents Groups, and Places Groups, in which an agent, supervisor, or manager can store e-mail and other multimedia interactions that are to be handled later. However, unlike with a queue, interactions that are stored in a workbin can be accessed in any order; interactions can be assigned to agents, places, agent groups, or place groups. Items that are stored in a workbin are owned by the owner of the workbin. Open interactions can be added to a Workbin to be saved for future processing or collaborative processing by the agent, place, agent group, or place group. Interactions can also be distributed to workbins by Universal Routing Server. For information about configuring Workbins, refer to *Universal Routing 8.1 Interaction Routing Designer Help*. The `desktop-draft-workbin` workbin is normally configured by the Multimedia Configuration Wizard. However, you might have to create your workbins. Refer to *Framework 8.1 Genesys Administrator Help* and the *eServices 8.1 User's Guide* for information about defining Scripts in Configuration Server. Interaction Workspace employs the following privileges for all Workbin interactions:

- Can Use Workbins

You can use configuration options in each section that defines a Workbin to configure the behavior of each Workbin in Interaction Workspace (refer to Section: interaction-workspace).

### Workbin and Queue Management

You can configure an agent who is specified as a Supervisor for an Agent Group to read and manage the contents of the workbins of the other Agent Group members. A Supervisor can also manage the contents of queues. This functionality is enabled by granting the following privileges according to the functionality that you want to enable:

- Can Use My Team Workbins (`InteractionWorkspace.Workbins.canUseMyTeamWorkbins`)--Enables the Team Lead to see the Workbins of the agents who are members of the Agent Group for which the Team Lead is specified as a Supervisor.
- Can Use Interaction Management (`InteractionWorkspace.InteractionManagement.canUse`)--Enables the Team Lead to see interactions that are filtered by pre-defined criteria.
- Can Use Interaction Management Move to Queue

(InteractionWorkspace.InteractionManagement.canMoveToQueue)--Enables the Team Lead who can use Interaction Management to move items from displayed workbins or from an Interaction Filter to an available Queue.

- Can Use Interaction Management Move to Workbin (InteractionWorkspace.InteractionManagement.canMoveToWorkbin)--Enables the Team Lead who can use Interaction Management to move items from displayed workbins or from an Interaction Filter to another workbin.

Team Leads who are provisioned for Interaction Management can select single or multiple interactions in a workbin or a Queue and reassign them by moving them to other workbins or queues or mark them as Done.

## Creating Interaction Filters for Team Leads

Agents who are granted the InteractionWorkspace.InteractionManagement.canUse privilege can view "snapshots" from the Interaction Server database of all the interactions that belong to specified queues. System administrators use Genesys Administrator to build interaction filters, and then use the interaction-management.filters option to assign the filters to Team Lead agents.

An interaction filter is a database request that is sent to the Interaction Server database. The following are examples of criteria that could be used to create a filter:

- mediaType--The media type, for example email, of the interactions to be extracted.
- age--The age of the interactions to be extracted. You could use this criteria to find interactions that have been received in the last 4 hours, or the ones that are older than 1 day, and so on.
- Priority--The priority of the interactions to be extracted.
- Queue--The name of the queue or a comma-separated list of queues in which the interactions to be extracted are stored.
- Time in Queue--The time that the interactions to be extracted have been in the queue.
- Received At--The date and time at which the interaction was received. The query can specify that the filter returns either all the interactions created on, before, or after this date, or in a range of two dates.

To create and use a filter in Interaction Workspace, do the following:

1. Create a new Section for the Interaction Workspace application object that is the name of the filter (for example: FilterEmailAge).
2. Configure options for the filter by using the names of fields in the Interaction Server database. The options correspond to the criteria for the interactions to be extracted from the database. The filter section must contain the following options:
   - category: The name of the category that contains the filter--for example: Email
   - condition: The complete filter--for example: (priority >= 2) AND (MediaType='email') AND (_age() > 172800). Refer to Specifying Filter Conditions for information about how to define the conditions of a filter.
   - display-name: The display name of the filter--for example: Older Than Two Days
   - displayed-columns: (Optional) The list of columns that are displayed for this interactions filter--for example: From,To,Subject,Received. If this option is not set, the displayed columns are taken from the interaction-management.interactions-filter.displayed-columns option.

- queues: (Optional) The list of queues to which this filter applies--for example: `email-routing-queue-inbound,email-default-queue`.
- `case-data.business-attribute`: Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data for an interaction displayed in this filter. Use the `case-data.business-attribute` option to enable agents who are configured to be supervisors to view different interaction content than the agents whom they supervise. This option is not mandatory. If it is not specified, Workspace displays the case data that is specified by the `interaction.case-data.format-business-attribute` option.

3. For the Application object, Agent Group, or Agent, configure the value of the `interaction-management.filters` option to specify a comma-separated list of filters by the section name that you configured. For example: `interaction-workspace\interaction-management.filters=FilterEmailAge`.

## Specifying Filter Conditions

A filter in Interaction Workspace is defined by specifying different property filters and linking them together by using `AND` and `OR` logical operators. A property filter is composed of a property name (for example: MediaType, Queue, or SubmittedBy) and a property value--for example, `MediaType='email'`.Refer to the Interaction Properties chapter of the *eServices 8.1 User's Guide* for detailed information about keywords, operators, and properties that can be used to query the Interaction Server database.

You can use System properties and Interaction Custom properties to define interaction filters. The following is the list of System properties:

- `AbandonedAt`
- `AssignedAt`
- `AssignedTo`--The Employee ID of the agent to whom the interaction was last delivered
- `CompletedAt`
- `DeliveredAt`
- `ExternalId`--The External interaction identifier (for example, the chat session ID)
- `HeldAt`
- `InQueues`--The suggested destination for the interaction (provided by Universal Routing Server(URS))
- `InteractionId`
- `InteractionState` (0=queued, 1=cached, 2=being processed by URS, 3=being handled by agent)
- `InteractionSubtype`--The list of values comes from Interaction Subtype business attribute
- `InteractionType`--The list of values comes from Interaction Type business attribute
- `IsLocked` (0=unlocked, 1=locked)
- `IsOnline` (0=offline, 1=online)
- `MediaType`--The list of values comes from Media Type business attribute
- `MovedToQueueAt`
- `OutQueues`--The suggested destinations for a reply
- `ParentId`

- PlacedInQueueAt
- PlaceInQueueSeq
- Queue
- ReceivedAt
- ScheduledAt
- SubmittedAt
- SubmittedBy--The name of the client application that submitted the interaction
- SubmitSeq
- TenantId
- Workbin
- WorkbinAgentGroupId
- WorkbinAgentId
- WorkbinPlaceGroupId
- WorkbinPlacedId

Custom Properties are defined in the Configuration Layer in the *Interaction Custom Properties* Business Attribute. Each Custom Property annex should have a section that is named `translation`. The `translation` section contains the `translate-to` option that has a value that corresponds to the name of the field column in the Interactions table of the Interactions database. The following property types for System and Custom are supported: Integer, String and Timestamp. The name of the custom property (name of the Business Attribute value) can be used to define the interaction filter.

Property values have different types:

- `string`--Strings are bracketed by single quote characters, for example: `'email'`
- `date`--Use the `_timestamp` keyword from Interaction Server for the value, for example: `_timestamp('2013-11-21 14:12:00')`
- `integer`

Filter conditions use comparators and logical operators to test the value of a property against the value that is stored in the database field. The following operators are supported:

- > (greater than)
- < (less than)
- >= (greater than or equal)
- <= (less than or equal)
- = (equal)
- != OR <> (different from/not equal)
- LIKE (contains the string)--for example, `MediaType LIKE '%a%'` finds all of the media types that contain the letter a. The % character acts as a wildcard. If `MediaType LIKE 'ema%'` is used, then media types that begin with ema are found. If `MediaType LIKE '%at'` is used, then media types that end with at are found.

- NOT LIKE (does not contain the string)

For interaction properties that have the `String` type, to avoid the problem of database formatting differences for empty strings, use the `_empty` and `_not_empty` keywords--for example, to filter all the interactions that have a `ExternalId` property that is non-null, use: `_not_empty(ExternalId)`

For Interaction properties that have the `Timestamp` type, use the keywords that are described in the Translations section of the *eServices 8.1 User's Guide*. Use the following `Timestamp` properties for filtering based on the Timestamps of interactions:

- `_age()`--for example, `_age() >= 86400` returns all interactions that are older than a day (86400 seconds)
- `_time_in_queue()`
- `_current_time()`
- `_timestamp()`
- `_timestampdiff()`
- `_timestampadd()`
- `_time_in_same_queue()`

To find all interactions that were received between November 24 and November 29, 2013, you would use the following conditions: `ReceivedAt >=_timestamp('2013-11-23 00:00:00') AND ReceivedAt <= _timestamp('2012-11-29 00:00:00')`

## Standard Responses Library

The Standard Responses Library (SRL) enables you to access a database of prewritten standard responses for interactions. Agents can insert these responses as replies into any e-mail, chat message, or instant message, or they can read them to the contact during a voice interaction. Agents can modify the contents of a standard response after inserting it into an e-mail, chat message, or instant message. The following information about the usage of standard responses is provided automatically to the Universal Contact Server by Interaction Workspace:

- `0`--The agent received suggested responses on the desktop but chose to ignore them and chose another one from the SRL.
- 2--The agent received suggested responses on the desktop and chose one of them and replied.
- 3--The agent did not receive a suggested response from the content analyzer and chose a standard response from the SRL.

Interaction Workspace employs the following privilege for the Standard Responses Library (SRL):

- Can Use Standard Response Library

You use the following options in the `interaction-workspace` section to configure the SRL:

- `standard-response.default-search-type` -- Specifies the default search type that is used to search for text in Standard Response Library. If empty, the default search type `AllKeywords` is used.

- `standard-response.suggested-responses-min-relevancy` -- Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.
- `standard-response.categories`--Specifies the Standard Response category names to which the agent is restricted. Only standard responses and sub-category trees of the specified categories are displayed to the agent.
- `standard-response.languages`--Specifies the Standard Response languages to which the agent is restricted. Only standard responses of the specified languages are displayed to the agent. Languages are defined as Business Attributes in the Configuration Layer.

The `standard-response.categories` and `standard-response.languages` options can be overridden by a routing strategy. For example:

1. Configure a Transaction object of type `list`. For example, the object could be named: `IW_StandardResponseOverrideOptions`.
2. In the `interaction-workspace` section of the Agent configure the following options:
   - `standard-response.languages` = `French`
   - `standard-response.categories` = `Financial Service,HTML,English/Email/Loan`
3. To the override options add the name of the key to be used in the Routing Strategy to the `interaction-workspace` section: `interaction.override-option-key` = `IW_OverrideOptions` (default).
4. To the `AttachedData` in the strategy, add the following object name: `IW_OverrideOptions` = `IW_StandardResponseOverrideOptions`

For more information, refer to Modifying a Routing Strategy to Override Interaction Workspace Options, Based on Attached Data.

## Spelling Check

The spelling-check feature enables agents to verify the spelling of text that they have entered in an e-mail or chat interaction. The spelling of the contents of an outgoing e-mail or chat interaction is verified against the default language dictionary. The spelling-check feature steps through the text of replies, and underlines in red potentially misspelled words one by one. Agents can replace the underlined word with another word from a list of suggestions, add it to a custom dictionary, or ignore it. The following languages are supported by default: English (US), English (UK), French, German, Spanish, Czech, Russian, Portuguese, and Italian.

### Corporate Dictionary

There are two ways to add a corporate dictionary to the spelling-check feature. You can choose to combine these methods in the following execution order:

1. Configure the `spellchecker.corporate-dictionary` option with a list of comma-separated corporate dictionary words. Words in this list are limited to 7-bit ASCII characters. For words that require a different character set, us the `spellchecker.corporate-dictionary-file` option. The file can handle any type of encoded characters.
2. Configure the `spellchecker.corporate-dictionary-file` option with the absolute or relative path to your corporate dictionary text file. Each entry in the file should be on a separate line.

## Procedure: Adding a new language dictionary to Interaction Workspace

**Purpose:** To add a new spelling check language dictionary to Interaction Workspace.

**Start**

1. Find the appropriate dictionary from the Open Office web site:
   http://extensions.services.openoffice.org/en/dictionaries
2. Download the `.oxt` file and save it.
3. Rename the `.oxt` file by using the following naming convention, which follows the ISO 639-1 and ISO 3166 standard codes:
   `<language-code>-<country-code>.oxt`
4. Copy this file to `[IW install location]/Dictionaries`.
5. Restart Interaction Workspace.
6. The new language is then available in the dictionary language selection available in rich edit toolbar or by right-clicking in text areas.
   The following languages are supported by default: English (US), English (UK), French, German, Spanish, Czech, Russian, Portuguese, and Italian.

**End**

The Spelling Check *Interaction Workspace User's Guide* lesson demonstrates how to select a language in the E-Mail Interaction interface (it applies to the interfaces of other interaction types as well.

Use the information in the Spelling Check topic to add corporate or customer based custom words to your dictionary.

The above procedure implements two "`spellchecker`" configuration options. You can use these options to configure the behavior of the Spelling Check feature. Use the `spellchecker.corporate-dictionary-file` option to point to a text file that contains a list of spelling words.

You can also customize the language pack for Interaction Workspace.