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Workspace Desktop Edition Deployment Guide

Interaction Management Options

4/14/2025

Interaction Management Options

Contents

- **1 Interaction Management Options**
 - **1.1 interaction-management**

interaction-management

Added: 8.1.40x.xx

interaction-management.available-interaction-page-sizes

- Default Value: 5, 10, 25, 50
- Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.
- Changes take effect: >When the application is started or restarted.
- Description: The possible values for the number of rows per page in the Interaction Filters content view.

interaction-management.filters

Added: 8.1.40x.xx

- Default Value: ""
- Valid Values: A comma-separated list of Filter names.
- Changes take effect: When the application is started or restarted.
- Description: Defines the filters that are displayed to the supervisor for interaction management. The filter names refer to the names of the Application Option sections that are defining the Filters. Refer to the following topic for more information: [Creating Interaction Filters for Team Leads](#).

interaction-management.interactions-filter.displayed-columns

Added: 8.1.40x.xx

- Default Value: MessageType, From, To, Subject, Received
- Valid Values: A comma-separated list of attached data values, for example: From, Subject, Received
- Changes take effect: When the application is started or restarted.
- Description: The list of interaction fields that are displayed as columns in the Interaction Queue view.