Workspace Desktop Edition Deployment Guide

Toast--Interactive Notification--Options

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Contents

Toast (Interactive Notification)

toast.case-data.content

- Default Value: `History,CaseData`
- Valid Values: `History, CaseData`
- Changes take effect: At the next interaction.
- Description: Defines the content of the Case Information area in the interaction preview. The `CaseData` key enables the display of the attached data that is defined by the `toast.case-data.format-business-attribute` option. The `History` key enables the display of interaction history information. The order of the values defines the order of the Case Data and History information in the Case Information area of the interaction preview. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

toast.case-data.format-business-attribute

- Default Value: `""`
- Valid Values: A valid name of a Business Attribute.
- Changes take effect: At the next interaction.
- Description: Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the interaction preview. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy. You can define the display order of Business Attribute Values by creating an `interaction-workspace` section in the annex of the Business Attribute, then add the `toast.case-data.order` option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in the `toast.case-data.order` option are put at the bottom of the list.

toast.window-title

- Default Value: `($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$) - $Window.Title$`
- Valid Values: `$Window.Title$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$, $Interaction.CaseId$, $Interaction.Id$, $Contact.X$, $AttachedData.Y$, $Interaction.MainParty$`
- Changes take effect: Immediately.
- Description: Defines the title of the Interactive Notification window by specifying a string that contains the following field codes:
  `$Window.Title$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$, $Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$, $AttachedData.Y$`
  Where X is the name of the contact attribute and Y is the name of the attached-data key.
  If all field codes are empty, the following field codes are used:

```
$Window.Title$ - $Interaction.MainParty$
```