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Workspace Desktop Edition Deployment Guide

[View Options](#)

View Options

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View

These options control two different types of regions within the various views, sortable and selectable regions, and sortable regions.

Sortable and Selectable Regions

`views.CaseContactRegion.activate-order`

- Default Value: `InteractionContactInformationView, InteractionContactHistoryView`
- Valid Values: A comma-separated list that contains the following view names: `InteractionContactInformationView, InteractionContactHistoryView`
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **tab order** of the Contact Information view and the Contact History view in the Case information. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

`views.CaseContactRegion.order`

- Default Value: `InteractionContactInformationView, InteractionContactHistoryView`
- Valid Values: A comma-separated list that contains the following view names: `InteractionContactInformationView, InteractionContactHistoryView`
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the Contact Information view and the Contact History view in the Case Information view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

`views.ContactInfoHistoryMultiRegion.activate-order`

- Default Value: `ContactInformationView, ContactHistoryView`
- Valid Values: A comma-separated list that contains the following view names: `ContactInformationView, ContactHistoryView`
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **tab order** of the Contact Information view and the Contact History view in the Case Information view.

views.ContactInfoHistoryMultiRegion.order

- Default Value: ContactInformationView, ContactHistoryView
- Valid Values: A comma-separated list that contains the following view names: ContactInformationView, ContactHistoryView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the Contact Information view and the Contact History view in the Contact Information view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.ContactTabBottomHistoryMultiRegion.activate-order

- Default Value: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Valid Values: A comma-separated list that contains the following view names: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **tab order** of the Contact Tab in the Contact History. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.ContactTabBottomHistoryMultiRegion.order

- Default Value: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Valid Values: A comma-separated list that contains the following view names: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the Contact Tab in the Contact History. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.InteractionDetailsRegion.activate-order

- Default Value: NotepadVoiceNotepadView, DispositionsView
- Valid Values: A comma-separated list that contains the following view names: NotepadVoiceNotepadView, DispositionsView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **tab order** of the disposition and notepad views in an interaction window. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.InteractionDetailsRegion.order

- Default Value: DispositionsView,NotepadVoiceNotepadView
- Valid Values: A comma-separated list that contains the following view names: DispositionsView, NotepadVoiceNotepadView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the disposition and notepad views in an interaction window. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.ToolbarWorkplaceRegion.activate-order

- Default Value: MyPlaceStatusView
- Valid Values: A comma-separated list that contains the following view names: MyPlaceStatusView, myCampaignsListView, MyContactHistory, MyStatisticsView, MyCallCenterStatisticsView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **tab order** of the buttons on the toolbar. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.ToolbarWorkplaceRegion.order

- Default Value: MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView, MyCallCenterStatisticsView
- Valid Values: A comma-separated list that contains the following view names: MyPlaceStatusView, myCampaignsListView, MyContactHistory, MyStatisticsView, MyCallCenterStatisticsView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the buttons on the toolbar. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.WorkbinsTabBottomHistoryMultiRegion.activate-order

- Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
- Valid Values: A comma-separated list that contains the following view names: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **tab order** of the workbins in the Contact History view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.WorkbinsTabBottomHistoryMultiRegion.order

- Default Value: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Valid Values: A comma-separated list that contains the following view names: ContactDetailView, ContactHistoryNotepadView, ContactHistoryCaseDataView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the workbins in the Contact History view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

Sortable Regions

views.CaseViewSideButtonRegion.order

- Default Value: InteractionContainerSideButtonView, SRLSideButtonView
- Valid Values: A comma-separated list that contains the following view names: InteractionContainerSideButtonView, SRLSideButtonView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of the side button region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.

views.ToolbarWorksheetButtonRegion.order

- Default Value: MyWorkplaceButtonView, MainToolbarWorkbinsContainerButtonView, MainToolbarContainerButtonView, MainToolbarContainerAlertMessageButtonView
- Valid Values: A comma-separated list that contains the following view names: MyWorkplaceButtonView, MainToolbarWorkbinsContainerButtonView, MainToolbarContainerButtonView, MainToolbarContainerAlertMessageButtonView
- Changes take effect: Immediately when the region is displayed.
- Description: Specifies the **display order** of items in the Workspace region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified.