GENESYS™

Workspace Desktop Edition Deployment Guide

Workbin Options

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Workbin Options

Contents

Workbin

workbin.email.draft

- Default Value: ""
- Valid Values: The name of a valid `Script` object of type `Interaction Workbin`, that is owned by `Agents`.
- Changes take effect: When the application is started or restarted.
- Description: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.

workbin.email.draft.displayed-columns

- Default Value: `To,Subject,Submitted`
- Valid Values: A comma-separated list of Interaction Server interaction properties, 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 of the workbin that stores Draft e-mail interactions.

workbin.email.in-progress

- Default Value: ""
- Valid Values: The name of a valid `Script` object of type `Interaction Workbin`, that is owned by `Agents`.
- Changes take effect: When the application is started or restarted.
- Description: The name of the workbin that is to be used to store inbound e-mail for later processing, after an agent explicitly saved the e-mail or submitted an outbound reply.

workbin.email.in-progress.displayed-columns

- Default Value: `From,Subject,Received`
- Valid Values: A comma-separated list of Interaction Server interaction properties, 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 of the workbin that stores `In-Progress` e-mail interactions.

workbin.<media_type>.<nickname>

- Default Value: ""
- Valid Values: The name of a valid `Script` object of type `Interaction Workbin`.
- Changes take effect: When the application is started or restarted.
- Description: The name of the workbin that is to be used to store interactions of a particular media type. Agents can open interactions from this workbin but not save interactions in it.

workbin.<media_type>.<nickname>.displayed-columns

- Default Value: `From,To,Subject,Received`
- Valid Values: A comma-separated list of Interaction Server interaction properties, 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 of the specified workbin.

workbin.<media_type>.in-progress

- Default Value: ""
- Valid Values: The name of a valid `Script` object of type `Interaction Workbin`, that is owned by `Agents`.
- Changes take effect: When the application is started or restarted.
- Description: The name of the workbin to be used to store In-Progress workitems of the specified media type.

workbin.<media_type>.in-progress.displayed-columns

- Default Value: `From,To,Subject,Received`
- Valid Values: A comma-separated list of Interaction Server interaction properties, 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 of the specified workbin.