



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Deployment Guide

Channels and interaction handling

Channels and interaction handling

[**Modified:** 8.5.110.13, 8.5.111.21, 8.5.115.17, 8.5.117.18, 8.5.118.10]

The following media types are supported by Workspace:

- Voice and SIP Voice
- Voicemail
- Outbound Campaigns
- E-Mail
- Chat
- Video
- SMS and MMS
- Callback [**Added:** 8.5.111.21]
- 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)

Force close stuck interactions

[**Modified:** 8.5.118.10]

Since 8.0, Workspace has enabled agents to force-close stuck interactions (at the case level) by using the **Force Close This Case** feature. Prior to 8.5.118.10, this capability was unconditional and could result in a real active interaction becoming uncontrollable by agents.

Beginning with 8.5.118.10, you can use the `interaction.unconditional-force-close` option to control the behavior of this feature. When this option is set to `false` (the *new* default value), Workspace disables the Force Close feature, but enables it only when the following conditions are detected:

- T-Server reports that the voice or IM call on which an operation is requested is no longer under agent control
- Interaction Server reports that the eServices interaction on which an operation is requested is no longer under agent control

Common interaction functionality

[Modified: 8.5.110.13, 8.5.115.17, 8.5.117.18, 8.5.118.10]

Workspace also supports the following functionality for various interaction types:

- **Case Data** (also called: Customer Case or Case Information)
- **Interaction Bar**
- **Workbins**
- **Standard Response Library**
- **Spelling Check**