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Workspace Desktop Edition Deployment Guide

Configuring the behavior of incoming interactions

4/26/2025

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[**Modified:** 8.5.116.10]

(Formerly: **Previewing Incoming Interactions**)

For information about automatic contact assignment for incoming interactions, see [Contact Management](#).

Configuring the Interaction Preview window

Interaction Preview is rendered through an Interactive Notification pop-up from the System Tray from the Workspace icon. The Interactive Notification pop-up preview handles inbound notification for ringing voice interactions (SIP or TDM) or SIP interaction preview or incoming eServices interactions (email, chat, or workitem). The preview contains sufficient information to enable agents to determine whether to accept or reject an interaction. The following privileges enable these actions:

- Accept Interaction or Accept Preview
- Reject Interaction or Decline Preview

In a Voice environment, if the Reject privilege is granted to an agent, the Reject function is available only for an incoming voice call if T-Server provides information about the queue or Routing Point that is used to deliver the call to the agent.

Tip

You can control the behavior of the Voice Reject function by using the `interaction.reject-route` configuration option.

You can use the following options in the `interaction-workspace` section to configure the Interaction preview:

- `interaction.case-data.format-business-attribute`: Specifies the case-data format.
- `interaction.case-data.frame-color`: Specifies the color of the border of the Case Data view frame. Examples: `#FFFBA00` for a Gold color, `#FF6F7074` for a Silver color, and `#FFB8400B` for a Bronze color. This option can be overridden by a routing strategy.
- `voice.ringing-bell`: Specifies the voice channel ringing sound configuration string.
- `interaction.override-option-key`.

To configure an agent for SIP Preview, see the Procedure: [Enabling an agent to use the SIP Preview](#)

feature.

Configuring the behavior of new interactions

[Added: 8.5.116.10]

You can specify how new interaction windows behave after an agent who is working on one or more interactions accepts a new inbound interaction. You can choose to have the new interaction window receive the focus (default behavior), or you can choose to keep the focus on the currently active interaction window. You can also configure this behavior by media channel. For example, you might choose to have newly accepted email interactions appear in the background and newly accepted voice interactions to receive the focus.

Use the following new configuration options to control the behavior of new interaction windows:

- `interaction.auto-focus`: Specifies whether a new inbound interaction should be in focus automatically when it is accepted.
- `interaction.auto-focus.<media-type>`: Specifies whether a new inbound interaction of the specified media type should be in focus automatically when it is accepted. When this option is defined it overrides the `interaction.auto-focus` option.

Outbound/outgoing interactions

Newly created outbound/outgoing interactions always receive the focus. These options do not affect them.

Inbound interactions

If there are no other active interactions, newly accepted (or auto-accepted) inbound interactions always receives focus.

If active interaction(s) exist in Workspace, and option is set for the media type of newly accepted inbound interaction to not automatically receive focus, the new interaction will not be in focus when it is accepted or auto-accepted.

Focus Time calculations

When interactions are accepted, but are displayed in the background, **focus time** calculations do not begin until the agent selects the interactions window and gives it the focus.