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Workspace Desktop Edition Deployment Guide

Channels and interaction handling

4/8/2025

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**