GENESYS™

Workspace Desktop Edition Deployment Guide

Setting up Spelling Check

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Setting up Spelling Check

This topic is part of a set of topics related to setting up channels and interaction handling.

The spelling-check feature enables agents to verify the spelling of text that they have entered in an email, chat, or SMS interaction. The spelling of the contents of an outgoing email or chat interaction is verified against the default language dictionary.

The spelling-check feature steps through the text of replies, and underlines in red potentially misspelled words one by one. Agents can replace the underlined word with another word from a list of suggestions, add it to a custom dictionary, or ignore it.

The following languages are supported by default: English (US), English (UK), French, German, Spanish, Czech, Russian, Portuguese, and Italian.

Use the spellchecker.<media-type>.prompt-on-send configuration option to specify by media type whether you want agents to be prompted when they click **Send** if there are misspelled words in an email, chat, or SMS message. [**Added:** 8.5.105.12]

Corporate Dictionary

There are two ways to add a corporate dictionary to the spelling-check feature. You can choose to combine these methods in the following execution order:

1. Configure the spellchecker.corporate-dictionary option with a list of comma-separated corporate dictionary words. Words in this list are limited to 7-bit ASCII characters. For words that require a different character set, us the spellchecker.corporate-dictionary-file option. The file can handle any type of encoded characters.

2. Configure the spellchecker.corporate-dictionary-file option with the absolute or relative path to your corporate dictionary text file. Each entry in the file should be on a separate line.

Procedure

Adding a new language dictionary to Workspace

Purpose:

To add a new spelling check language dictionary to Workspace.

Start

1. Find the appropriate dictionary from the Open Office web site: http://extensions.services.openoffice.org/en/dictionaries

2. Download the .oxt file and save it.

3. Rename the `.oxt` file by using the following naming convention, which follows the ISO 639-1 and ISO 3166 standard codes:
    `<language-code>-<country-code>.oxt`

4. Copy this file to `[IW install location]/Dictionaries`.

5. Restart Interaction Workspace.

6. The new language is then available in the dictionary language selection available in rich edit toolbar or by right-clicking in text areas.
    The following languages are supported by default: English (US), English (UK), French, German, Spanish, Czech, Russian, Portuguese, and Italian.

End

The Spelling Check *Interaction Workspace User's Guide* lesson demonstrates how to select a language in the E-Mail Interaction interface (it applies to the interfaces of other interaction types as well.

The above procedure implements two "`spellchecker`" configuration options. You can use these options to configure the behavior of the Spelling Check feature. Use the spellchecker.corporate-dictionary-file option to point to a text file that contains a list of spelling words.

You can also customize the language pack for Workspace.