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Workspace Desktop Edition Deployment Guide

[Video](#)

Video

Workspace enables agents to handle video interactions, including the following functionality:

- Accept, Reject, or Ignore an inbound Video Call by using the interactive Interaction Notification view.
- Auto-accept an inbound Video Call
- End Call
- Instant Transfer
- Instant Conference
- Add video to a SIP Voice call
- Hold the Video Call and display a splash screen
- Toggle the agent's camera on and off
- Store and view Video interactions in the Interaction History
- Control the size of the video display of each party during a Video Call
- Set an interaction disposition

The following limitations apply to video transfer and conference:

- For video conferences, the video stream is limited to single mode. Mixed mode is not supported.
- Two-Step conference of a video call results in a pure voice conference engaging the video call initiator, the agent making the conference, and the new party of the conference.
- Two-Step transfer of a video call results in a pure voice call between the video call initiator and the target of the transfer.
- Consultation video calls are not supported. If a consultation is started in the context of a video call, this will be a pure voice consultation.

Refer to the following resources for details about video conference settings:

- [SIP Server Deployment Guide](#)
- Chapter 3 in the [GVP 8.1 User's Guide](#) has numerous references to MCP, including: Configuring MCP, MRCPv2, CCP, CTIC, and RM for Secure SIP Transport
- [VP Solution 8.1 Integration Guide](#)
- [GVP 8.5 Deployment Guide](#)
- [Media Server 8.5 Deployment Guide](#)

Workspace employs the following privileges for all video interactions:

SIP Endpoint - Can Use Embedded SIP Endpoint

Important

Workspace SIP Endpoint 8.5.0 is required to support video functionality. Only the VP8 and H.264 video codecs are supported.

You use the following options in the interaction-workspace section to configure video interactions:

- `sipendpoint.policy.session.auto_accept_video`—Specifies whether video calls are accepted automatically or manually.
- `sipendpoint.video.auto-activate`—Specifies whether a video stream is automatically or manually added to a voice call.
- `sipendpoint.video.always-on-top`—Specifies the video capture rate, in frame per second, of the local video camera.
- `sipendpoint.video.thumbnail-ratio`—Specifies the size of the video thumbnail that displays on the agent desktop the video stream that the agent is sending to the contact.
- `sipendpoint.video.camera-frame-rate`—Specifies the video capture rate, in frame per second, of the local video camera.
- `sipendpoint.video.camera-frame-size`—Specifies the frame size capture of the local video camera.
- `sipendpoint.video.camera-render-format`—Specifies the size ratio of the thumbnail to the video in the SIP video window when both local and remote video are displayed.
- `sipendpoint.codecs.h264.fmt`—Specifies the profile of the H.264 codec. This option is applicable only if the value of the `sipendpoint.policy.session.auto_accept_video` option is set to 1.

Refer to the Procedure: [Enabling an agent to use SIP Video interactions](#) for information on enabling the video feature.

The following are examples of two scenarios that you might choose to use:

1. Inbound with auto-accept

To configure the video channel to automatically accept inbound interactions, set the values of the following two options like this:

- `sipendpoint.policy.session.auto_accept_video = 1`
- `sipendpoint.video.auto-activate = true`

With this configuration, inbound video calls are distributed to the agent from an endpoint that enables video by using the VP8 or H.264 codec. When an agent accepts the incoming call, the video window is also displayed. The contact is displayed in the main video window and the local video is displayed in the main video window as a thumbnail.

2. Inbound without auto-accept

To configure the video channel to automatically accept inbound interactions, set the values of the following two options like this:

- `sipendpoint.policy.session.auto_accept_video = 1`
- `sipendpoint.video.auto-activate = false`

With this configuration, inbound video calls are distributed to the agent from an endpoint that enables video by using the VP8 or H.264 codec. When the agent accepts the incoming call, it is handled by agents as voice-only calls.

Agents can use the **Start Video** control of the interaction bar to activate the video component of the call and display the video window. The contact is displayed in the main video window and the local video is displayed in the main video window as a thumbnail (reduced size image).