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# Web Services and Applications

interaction-workspace Section

# interaction-workspace Section

- <media-type>.auto-answer
- <media-type>.auto-answer.enable-reject
- <media-type>.auto-answer.timer
- <media-type>.detail-region.default-display-mode
- <media-type>.mark-done.reason-on-place-in-queue
- <media-type>.mark-done.reason-on-stop
- <media-type>.prompt-for-done
- <media-type>.ringing-bell
- accessibility.agent-state-change-bell
- accessibility.dialog-bell
- accessibility.dialog-error-bell
- accessibility.focus-on-interaction-toast
- accessibility.interaction-state-change-bell
- accessibility.outbound-campaign-state-change-bell
- accessibility.permanent-statistics-change-bell
- accessibility.supervision-state-change-bell
- accessibility.tooltip.hide-on-click
- accessibility.tooltip.is-hoverable
- accessibility.tooltip.show-on-focus
- accessibility.visual-impairment-profile
- accessibility.voicemail-message-change-bell
- accessibility.warning-message-bell
- accessibility.<media-type>.focus-on-interaction-toast
- agent-assist.confidence.article.enable
- agent-assist.confidence.article.threshold.high
- agent-assist.confidence.article.threshold.low
- agent-assist.confidence.faq.enable
- agent-assist.confidence.faq.threshold.high
- agent-assist.confidence.faq.threshold.low
- agent-assist.feedback.article.enable
- agent-assist.feedback.faq.enable
- agent-assist.service-url
- agent-assist.suggestion.enable
- agent-assist.voice-transcript.enable
- agent-status.after-call-work-reasons
- agent-status.enabled-actions-by-channel
- agent-status.enabled-actions-global
- agent-status.not-ready-reasons
- agent-status.ready-workmode
- alert.timeout
- auth.session.invalidate-on-logout
- callback.callback-information.content
- callback.callback-types-business-attribute
- callback.default-date.is-automatically-selected
- callback.time-slot.field-type
- case-data.float-separator
- chat.auto-answer
- chat.detail-region.default-display-mode
- chat.enable-auto-disconnect
- chat.mark-done.reason-on-place-in-queue
- chat.mark-done.reason-on-stop
- chat.new-message-bell
- chat.nickname
- chat.on-hold-queue
- chat.os-emoji-is-enabled
- chat.pending-response-to-customer
- chat.prompt-for-done
- chat.prompt-for-end
- chat.push-url.max-records
- chat.ringing-bell
- chat.time-stamp
- chat.typing-is-enabled
- chat.typing-timeout

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| <ul style="list-style-type: none"> <li>• <code>contact.all-interactions-default-time-filter-main</code></li> <li>• <code>contact.all-interactions-displayed-columns</code></li> <li>• <code>contact.all-interactions-quick-search-attributes</code></li> <li>• <code>contact.available-directory-page-sizes</code></li> <li>• <code>contact.cache-timeout-delay</code></li> <li>• <code>contact.create-contact.check-duplicate</code></li> <li>• <code>contact.date-search-types</code></li> <li>• <code>contact.default-directory-page-size</code></li> <li>• <code>contact.directory-displayed-columns</code></li> <li>• <code>contact.directory-search-attributes</code></li> <li>• <code>contact.directory-search-mode</code></li> <li>• <code>contact.displayed-attributes</code></li> <li>• <code>contact.email-address-validation.attributes</code></li> <li>• <code>contact.enable-force-delete-contact</code></li> <li>• <code>contact.history-default-time-filter-main</code></li> <li>• <code>contact.history-default-view-conversations</code></li> <li>• <code>contact.history-displayed-columns</code></li> <li>• <code>contact.history-displayed-columns-conversations</code></li> <li>• <code>contact.history.media-filters</code></li> <li>• <code>contact.history-quick-search-attributes</code></li> <li>• <code>contact.history.quick-search.max-input-length</code></li> <li>• <code>contact.history-search-attribute-group.&lt;group-name&gt;</code></li> <li>• <code>contact.history-search-attributes</code></li> </ul> | <ul style="list-style-type: none"> <li>• <code>contact.last-called-agent.enable</code></li> <li>• <code>contact.last-called-agent.&lt;media-type&gt;.enable</code></li> <li>• <code>contact.lookup.auto-assign-mode</code></li> <li>• <code>contact.lookup.enable</code></li> <li>• <code>contact.lookup.enable-create-contact</code></li> <li>• <code>contact.lookup.voice.intercommunication-use-dialed-phone-number</code></li> <li>• <code>contact.lookup.voice.use-dialed-phone-number</code></li> <li>• <code>contact.lookup.voice.use-formatted-number</code></li> <li>• <code>contact.lookup.&lt;media-type&gt;.auto-assign-mode</code></li> <li>• <code>contact.lookup.&lt;media-type&gt;.enable</code></li> <li>• <code>contact.lookup.&lt;media-type&gt;.enable-create-contact</code></li> <li>• <code>contact.mandatory-attributes</code></li> <li>• <code>contact.multiple-value-attributes</code></li> <li>• <code>contact.myhistory-default-time-filter-main</code></li> <li>• <code>contact.myhistory-displayed-columns</code></li> <li>• <code>contact.myhistory-displayed-columns-conversations</code></li> <li>• <code>contact.myhistory-quick-search-attributes</code></li> <li>• <code>contact.phone-number-validation.attributes</code></li> <li>• <code>contact.phone-number-validation.enable</code></li> <li>• <code>contact.potential-match.search-query.and-clause</code></li> <li>• <code>contact.potential-match.search-query.or-clause</code></li> <li>• <code>contact.related-interactions.custom-</code></li> </ul> | <ul style="list-style-type: none"> <li>• <code>attributes</code></li> <li>• <code>contact.related-interactions.open.max-number</code></li> <li>• <code>contact.related-interactions.sort-by.attributes</code></li> <li>• <code>contact.suggested-contacts.max-limit</code></li> <li>• <code>contact.ucs-interaction.voice-campaign.create-without-contact</code></li> <li>• <code>contact.ucs-interaction.voice-campaign.enable-create</code></li> <li>• <code>contact.ucs-interaction.voice.enable-create</code></li> <li>• <code>contact.ucs-interaction.voice.enable-create-without-contact</code></li> <li>• <code>contact.ucs-interaction.voice.unanswered.enable-create</code></li> <li>• <code>contact.ucs-interaction.&lt;media-type&gt;.enable-create</code></li> <li>• <code>disaster-recovery.authentication-mode</code></li> <li>• <code>disaster-recovery.enabled</code></li> <li>• <code>editor.default-font</code></li> <li>• <code>editor.default-font-size</code></li> <li>• <code>editor.font-sizes</code></li> <li>• <code>editor.fonts</code></li> <li>• <code>editor.SRL.shortcuts.prefix</code></li> <li>• <code>email.allowed-image-extensions</code></li> <li>• <code>email.auto-answer</code></li> <li>• <code>email.default-queue</code></li> <li>• <code>email.detail-region.default-display-mode</code></li> <li>• <code>email.enable-email-address-validation</code></li> <li>• <code>email.enable-toggle-format</code></li> </ul> |
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| <ul style="list-style-type: none"> <li>• email.from-addresses</li> <li>• email.html-format</li> <li>• email.include-original-text-in-reply</li> <li>• email.inline-forward.exclude-case-data-keys</li> <li>• email.inline-forward-header</li> <li>• email.inline-forward-prefix</li> <li>• email.inline-forward-queue</li> <li>• email.insert-url.max-records</li> <li>• email.mandatory-subject</li> <li>• email.max-attachment-size</li> <li>• email.max-attachments-size</li> <li>• email.outbound.editable-bcc-addresses</li> <li>• email.outbound.editable-cc-addresses</li> <li>• email.outbound.editable-to-addresses</li> <li>• email.outbound-queue</li> <li>• email.print.print-content</li> <li>• email.prompt-for-done</li> <li>• email.qa-review-dispositions-business-attribute</li> <li>• email.quote-char</li> <li>• email.quote-header</li> <li>• email.reply-format</li> <li>• email.reply-prefix</li> <li>• email.ringing-bell</li> <li>• email.signature</li> <li>• email.signature.attachments.enable</li> <li>• email.signature.line-&lt;n&gt;</li> <li>• email.signature.process-embedded-images.enable</li> <li>• expression.gws-url.capturing-groups</li> <li>• expression.gws-url.capturing-groups-&lt;n&gt;</li> </ul> | <ul style="list-style-type: none"> <li>• expression.identify.email-address</li> <li>• expression.identify.phone-number</li> <li>• expression.outbound-campaign-phone-number</li> <li>• expression.phone-number.supported-characters</li> <li>• expression.url</li> <li>• expression.validate.email-address</li> <li>• expression.validate.phone-number</li> <li>• interaction.auto-focus</li> <li>• interaction.auto-focus.&lt;media-type&gt;</li> <li>• interaction-bar.quick-access-modes</li> <li>• interaction-bar.quick-access-modes.&lt;media-type&gt;</li> <li>• interaction.case-data.content</li> <li>• interaction.case-data.enable-hyperlink</li> <li>• interaction.case-data.format-business-attribute</li> <li>• interaction.case-data.frame-color</li> <li>• interaction.disposition.cache-timeout-delay</li> <li>• interaction.disposition.folder-name-depth-&lt;n&gt;</li> <li>• interaction.disposition.is-expanded-on-display</li> <li>• interaction.disposition.is-mandatory</li> <li>• interaction.disposition.key-name</li> <li>• interaction.disposition.use-attached-data</li> <li>• interaction.disposition.value-business-attribute</li> <li>• interaction.group-recovered-interactions.activate-</li> </ul> | <ul style="list-style-type: none"> <li>threshold</li> <li>• interaction.group-recovered-interactions.enable</li> <li>• interaction-management.available-interaction-page-sizes</li> <li>• interaction-management.default-interaction-page-size</li> <li>• interaction-management.filters</li> <li>• interaction-management.filters.quick-search-attributes</li> <li>• interaction-management.interactions-filter.displayed-columns</li> <li>• interaction-management.markdone.mandatory-case-data-check.enable</li> <li>• interaction-management.move-to-workbin.restrict-to-my-team</li> <li>• interaction.override-option-key</li> <li>• interaction.reject-route</li> <li>• interaction.reject-route.default-method</li> <li>• interaction.related.disposition.key-name</li> <li>• interaction.related.disposition.value-business-attribute</li> <li>• interaction.voice.anonymous-contact.key-name</li> <li>• interaction.web-content</li> <li>• interaction.web-content.url-encoding-defense-enabled</li> <li>• intercommunication.chat.queue</li> <li>• intercommunication.chat.routing-based-actions</li> <li>• intercommunication.chat.routing-based-targets</li> <li>• intercommunication.email.queue</li> </ul> |
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- `intercommunication.email.routing-based-actions`
  - `intercommunication.email.routing-based-targets`
  - `intercommunication.voice.consultation-enabled`
  - `intercommunication.voice.make-call-caller-id-business-attribute`
  - `intercommunication.voice.make-call-caller-id-enable-anonymous`
  - `intercommunication.voice.make-call-enabled`
  - `intercommunication.voice.routing-based-actions`
  - `intercommunication.voice.routing-based-targets`
  - `intercommunication.voice.routing-points`
  - `intercommunication.voice.single-step-conference-enabled`
  - `intercommunication.voice.single-step-transfer-enabled`
  - `intercommunication.workitem.queue`
  - `intercommunication.workitem.routing-based-actions`
  - `intercommunication.workitem.routing-based-targets`
  - `intercommunication.<media-type>.queue`
  - `intercommunication.<media-type>.routing-based-actions`
  - `intercommunication.<media-type>.routing-based-targets`
  - `keyboard.shortcut.interaction.next`
  - `keyboard.shortcut.interaction.previous`
  - `keyboard.shortcut.jump-to-last-error`
  - `kpi.displayed-kpis`
  - `login.chat.is-auto-ready`
  - `login.email.is-auto-ready`
  - `login.list-available-locales`
  - `login.prompt-place`
  - `login.show-change-account-link`
  - `login.store-recent-place`
  - `login.voice.auto-not-ready-reason`
  - `login.voice.dn-less-phone-number.sample`
  - `login.voice.dn-less-phone-number.valid-format`
  - `login.voice.expression.dn-less-phone-number`
  - `login.voice.is-auto-ready`
  - `login.voice.list-available-queues`
  - `login.voice.nb-dn-less-phone-number-stored`
  - `login.voice.prompt-dn-less-phone-number`
  - `login.voice.prompt-queue`
  - `login.workmode`
  - `login.<media-type>.is-auto-ready`
  - `main-window.window-title`
  - `ms-teams.graph-api.app-client-id`
  - `ms-teams.graph-api.app-tenant-id`
  - `ms-teams.phone-number-collection-attribute`
  - `my-team-workbins.agent-page-size`
  - `openmedia.workitem-channels`
  - `outbound.agent-preview-mode`
  - `outbound.call-result-automatically-selected`
  - `outbound.call-result-is-mandatory`
  - `outbound.call-result-values`
  - `outbound-callback.ringing-bell`
  - `outbound.callback-types`
  - `outbound.direct-push-preview.no-record-timeout`
  - `outbound.direct-push-preview-toast.timeout`
  - `outbound.dispositions-allowing-treatment-on-reschedule`
  - `outbound.negotiate-logout-on-exit`
  - `outbound.preview.max-simultaneous-preview-record`
  - `outbound.push-preview-mode`
  - `outbound.timed-preview-auto-dial`
  - `outbound.treatment-mode`
  - `permissions.agent-group.exclude`
  - `permissions.agent-group.restrict`
  - `presence.evaluate-presence`
  - `privilege.active-recording.can-monitor-recording`
  - `privilege.active-recording.can-pause`
  - `privilege.active-recording.can-resume`
  - `privilege.active-recording.can-start`
  - `privilege.active-recording.can-stop`
  - `privilege.active-recording.can-use`
  - `privilege.agent-assist.can-use`
  - `privilege.callback.can-use`
  - `privilege.chat.can-click-to-dial`
  - `privilege.chat.can-click-to-email`
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| <ul style="list-style-type: none"> <li>• <code>privilege.chat.can-consult</code></li> <li>• <code>privilege.chat.can-decline</code></li> <li>• <code>privilege.chat.can-one-step-conference</code></li> <li>• <code>privilege.chat.can-one-step-transfer</code></li> <li>• <code>privilege.chat.can-place-on-hold-async</code></li> <li>• <code>privilege.chat.can-push-url</code></li> <li>• <code>privilege.chat.can-release</code></li> <li>• <code>privilege.chat.can-release-consultation</code></li> <li>• <code>privilege.chat.can-set-interaction-disposition</code></li> <li>• <code>privilege.chat.can-two-step-conference</code></li> <li>• <code>privilege.chat.can-two-step-transfer</code></li> <li>• <code>privilege.chat.can-use</code></li> <li>• <code>privilege.chat.can-use-emoji-picker</code></li> <li>• <code>privilege.chat.show-monitoring.can-use</code></li> <li>• <code>privilege.contact.can-advanced-search-all-interactions</code></li> <li>• <code>privilege.contact.can-advanced-search-contact-history</code></li> <li>• <code>privilege.contact.can-advanced-search-my-history</code></li> <li>• <code>privilege.contact.can-create-contact</code></li> <li>• <code>privilege.contact.can-delete-contact</code></li> <li>• <code>privilege.contact.can-delete-related-interactions</code></li> <li>• <code>privilege.contact.can-filter-all-interactions</code></li> <li>• <code>privilege.contact.can-filter-contact-history</code></li> <li>• <code>privilege.contact.can-filter-my-history</code></li> </ul> | <ul style="list-style-type: none"> <li>• <code>privilege.contact.can-inline-forward.email.from-history</code></li> <li>• <code>privilege.contact.can-mark-done.email.from-history</code></li> <li>• <code>privilege.contact.can-mark-done-related-interactions</code></li> <li>• <code>privilege.contact.can-mark-done.&lt;media-type&gt;.from-history</code></li> <li>• <code>privilege.contact.can-open.email.from-history</code></li> <li>• <code>privilege.contact.can-open.from-other-personal-workbins</code></li> <li>• <code>privilege.contact.can-open.from-queue</code></li> <li>• <code>privilege.contact.can-open.from-queue</code></li> <li>• <code>privilege.contact.can-open.&lt;media-type&gt;.from-history</code></li> <li>• <code>privilege.contact.can-open.&lt;media-type&gt;.from-universal-queue</code></li> <li>• <code>privilege.contact.can-re-open.&lt;media-type&gt;.from-universal-queue</code></li> <li>• <code>privilege.contact.can-resend.email.from-history</code></li> <li>• <code>privilege.contact.can-search-all-interactions</code></li> <li>• <code>privilege.contact.can-search-contact-history</code></li> <li>• <code>privilege.contact.can-search-my-history</code></li> <li>• <code>privilege.contact.can-use</code></li> <li>• <code>privilege.contact.can-use-assign-contact</code></li> <li>• <code>privilege.contact.can-use-contact-directory</code></li> <li>• <code>privilege.contact.can-use-contact-history</code></li> <li>• <code>privilege.contact.can-use-contact-history-case-data</code></li> </ul> | <ul style="list-style-type: none"> <li>• <code>privilege.contact.can-use-contact-history-detail</code></li> <li>• <code>privilege.contact.can-use-contact-history-notepad</code></li> <li>• <code>privilege.contact.can-use-contact-information</code></li> <li>• <code>privilege.contact.can-use-contact-myhistory</code></li> <li>• <code>privilege.contact.can-use-conversations</code></li> <li>• <code>privilege.contact.can-use-interaction-notepad</code></li> <li>• <code>privilege.contact.can-use-interaction-workflow-state</code></li> <li>• <code>privilege.contact.can-use-related-interactions</code></li> <li>• <code>privilege.contact.can-use-save-contact</code></li> <li>• <code>privilege.email.can-add-attachment</code></li> <li>• <code>privilege.email.can-click-to-dial</code></li> <li>• <code>privilege.email.can-decline</code></li> <li>• <code>privilege.email.can-delete</code></li> <li>• <code>privilege.email.can-delete-attachment-from-inbound</code></li> <li>• <code>privilege.email.can-inline-forward</code></li> <li>• <code>privilege.email.can-insert-link</code></li> <li>• <code>privilege.email.can-interim-send</code></li> <li>• <code>privilege.email.can-mark-done</code></li> <li>• <code>privilege.email.can-move-to-workbin</code></li> <li>• <code>privilege.email.can-one-step-transfer</code></li> <li>• <code>privilege.email.can-print</code></li> <li>• <code>privilege.email.can-reply</code></li> <li>• <code>privilege.email.can-reply-all</code></li> <li>• <code>privilege.email.can-save</code></li> </ul> |
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| <ul style="list-style-type: none"> <li>• <code>privilege.email.can-send</code></li> <li>• <code>privilege.email.can-use</code></li> <li>• <code>privilege.email.embedded-images.can-add</code></li> <li>• <code>privilege.email.embedded-images.can-use</code></li> <li>• <code>privilege.interaction-management.can-move-to-queue</code></li> <li>• <code>privilege.interaction-management.can-move-to-workbin</code></li> <li>• <code>privilege.interaction-management.can-search-interactions</code></li> <li>• <code>privilege.interaction-management.can-use</code></li> <li>• <code>privilege.interaction-management.case-data.can-edit</code></li> <li>• <code>privilege.monitor-dashboard.can-use</code></li> <li>• <code>privilege.ms-teams.can-use</code></li> <li>• <code>privilege.my-team-workbins.can-use</code></li> <li>• <code>privilege.myagents.can-use</code></li> <li>• <code>privilege.mychannels.can-use</code></li> <li>• <code>privilege.mychannels.pending-state.can-use</code></li> <li>• <code>privilege.outbound.can-cancel-record</code></li> <li>• <code>privilege.outbound.can-dial-alternative-chained-record</code></li> <li>• <code>privilege.outbound.can-dial-on-new-number</code></li> <li>• <code>privilege.outbound.can-get-next-preview-record</code></li> <li>• <code>privilege.outbound.can-mark-do-not-call</code></li> <li>• <code>privilege.outbound.can-reject-record</code></li> <li>• <code>privilege.outbound.can-reschedule</code></li> </ul> | <ul style="list-style-type: none"> <li>• <code>privilege.outbound.can-reschedule-before-call</code></li> <li>• <code>privilege.outbound.can-reschedule-on-new-number</code></li> <li>• <code>privilege.outbound.can-set-call-result</code></li> <li>• <code>privilege.outbound.can-use</code></li> <li>• <code>privilege.outbound.direct-push-preview.can-use</code></li> <li>• <code>privilege.outbound.push-preview.can-use</code></li> <li>• <code>privilege.outbound.record-information.can-update</code></li> <li>• <code>privilege.outbound.record-information.can-view</code></li> <li>• <code>privilege.performance-tracker.can-use</code></li> <li>• <code>privilege.screen-recording.can-use</code></li> <li>• <code>privilege.security.can-change-password</code></li> <li>• <code>privilege.sipendpoint.can-change-microphone-volume</code></li> <li>• <code>privilege.sipendpoint.can-change-speaker-volume</code></li> <li>• <code>privilege.sipendpoint.can-mute-microphone</code></li> <li>• <code>privilege.sipendpoint.can-mute-speaker</code></li> <li>• <code>privilege.sipendpoint.can-use</code></li> <li>• <code>privilege.SRL.can-quick-search</code></li> <li>• <code>privilege.SRL.can-use</code></li> <li>• <code>privilege.standard-response.favorites.can-use</code></li> <li>• <code>privilege.standard-response.shortcuts.can-filter</code></li> <li>• <code>privilege.standard-response.shortcuts.can-use</code></li> <li>• <code>privilege.standard-response.suggested-response.can-use</code></li> <li>• <code>privilege.teamcommunicator.can-</code></li> </ul> | <ul style="list-style-type: none"> <li><code>manage-favorites</code></li> <li>• <code>privilege.teamcommunicator.can-use</code></li> <li>• <code>privilege.teamcommunicator.can-view-all</code></li> <li>• <code>privilege.teamcommunicator.can-view-favorites</code></li> <li>• <code>privilege.teamcommunicator.can-view-recent-calls</code></li> <li>• <code>privilege.teamcommunicator.display-agent-groups-availability</code></li> <li>• <code>privilege.teamlead.can-coach-chat</code></li> <li>• <code>privilege.teamlead.can-coach-current-voice</code></li> <li>• <code>privilege.teamlead.can-coach-voice</code></li> <li>• <code>privilege.teamlead.can-coach-&lt;media-type&gt;</code></li> <li>• <code>privilege.teamlead.can-monitor-chat</code></li> <li>• <code>privilege.teamlead.can-monitor-current-voice</code></li> <li>• <code>privilege.teamlead.can-monitor-voice</code></li> <li>• <code>privilege.teamlead.can-monitor-&lt;media-type&gt;</code></li> <li>• <code>privilege.teamlead.can-stop-monitoring-chat</code></li> <li>• <code>privilege.teamlead.can-stop-monitoring-voice</code></li> <li>• <code>privilege.teamlead.can-switch-to-barge-in-chat</code></li> <li>• <code>privilege.teamlead.can-switch-to-barge-in-voice</code></li> <li>• <code>privilege.teamlead.can-switch-to-coach-chat</code></li> <li>• <code>privilege.teamlead.can-use</code></li> <li>• <code>privilege.voice.alert-prevent-recording.can-use</code></li> <li>• <code>privilege.voice.can-answer-call</code></li> <li>• <code>privilege.voice.can-extend-</code></li> </ul> |
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after-call-work	• privilege.voicemail.can-use-empty-shared-mailbox	• service-client-api.option.read-allowed-web-content-origin
• privilege.voice.can-forward	• privilege.workbin.can-search-interactions	• service-client-api.rate-limit
• privilege.voice.can-hold-retrieve-call	• privilege.workbin.can-search-my-workbins-trees	• service-client-api.rate-limit-quarantine-delay
• privilege.voice.can-make-call	• privilege.workbins.can-use	• service-client-api.rate-limit.<service-name>
• privilege.voice.can-one-step-conference	• privilege.workitem-channels.can-use	• service-client-api.toast.width
• privilege.voice.can-one-step-transfer	• privilege.<media-type>.can-decline	• service-client-api.user-data.read-allowed
• privilege.voice.can-reject-call	• privilege.<media-type>.can-mark-done	• service-client-api.user-data.write-allowed
• privilege.voice.can-release-a-held-call	• privilege.<media-type>.can-move-to-workbin	• side-bar.web-content.url-encoding-defense-enabled
• privilege.voice.can-release-call	• privilege.<media-type>.can-one-step-transfer	• sipendpoint.disconnected.max-attempts-to-set-not-ready
• privilege.voice.can-send-dtmf	• privilege.<media-type>.can-set-interaction-disposition	• sipendpoint.disconnected.not-ready-reason
• privilege.voice.can-set-interaction-disposition	• reporting.case.report-case-in-focus-duration	• sipendpoint.enable-auto-mute
• privilege.voice.can-show-hold-duration	• screen-recording.client.address	• sipendpoint.headset-unplugged.not-ready-reason
• privilege.voice.can-show-post-call-duration	• screen-recording.client.port	• sipendpoint.headset-unplugged-set-not-ready
• privilege.voice.can-two-step-conference	• screen-recording.client.secure-connection	• sipendpoint.max-failed-ping
• privilege.voice.can-two-step-transfer	• screen-recording.client.server-url	• sipendpoint.ping-interval
• privilege.voice.can-use	• security.inactivity-alert-dialog-before-timeout	• sipendpoint.register-interval
• privilege.voice.consultation.can-use-caller-id	• security.inactivity-timeout	• sipendpoint.register-max-attempts
• privilege.voice-history.can-click-to-dial	• security.login.inactivity-alert-dialog-before-timeout	• sipendpoint.sip-server-address
• privilege.voice-history.can-click-to-search	• security.login.inactivity-timeout	• sipendpoint.sip-server-address.peer
• privilege.voice.make-call.can-use-caller-id	• security.web-content.sandbox-rights.default-authorizations	• sipendpoint.transport-protocol
• privilege.voice.show-monitoring.can-use	• service-client-api.accepted-web-content-origins	• sipendpoint.uri
• privilege.voice.single-step-conference.can-use-caller-id	• service-client-api.block-markdone-timeout	• sipendpoint.uri
• privilege.voice.single-step-transfer.can-use-caller-id		• sipendpoint.wait-user-max-attempts
• privilege.voicemail.can-use		• standard-response.categories
		• standard-response.field.Agent.<CustomFieldCode>



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- `standard-response.field.<CustomFieldCode>`
  - `standard-response.shortcuts.<keyword>`
  - `standard-response.suggested-categories.max-number`
  - `standard-response.suggested-responses.min-relevance`
  - `statistics.agent-groups`
  - `statistics.available-page-sizes`
  - `statistics.default-page-size`
  - `statistics.displayed-statistics`
  - `statistics.gadget-statistics`
  - `statistics.gadget-statistics.max-size`
  - `statistics.queue-groups`
  - `statistics.refresh-time`
  - `statistics.routing-points`
  - `statistics.virtual-queues`
  - `system.cometd.timeout`
  - `system.disconnected.browser-notif.events`
  - `system.feedback`
  - `system.feedback.auto.log-size`
  - `system.feedback.auto.publish-interval`
  - `system.feedback.auto.publish-retry`
  - `system.feedback.log-level`
  - `system.feedback.log-size`
  - `system.feedback.message.max-length`
  - `system.feedback.submit-after-disconnect`
  - `system.log-level`
  - `system.multi-tabs-defense.enable`
  - `system.notif.browser-unsupported.ie11`
  - `system.notif.cometd.service-availability-delay`
  - `system.notif.cometd.service-availability.show-on-user-action`
  - `system.notif.contact.service-availability-delay`
  - `system.notif.contact.service-availability.show-on-user-action`
  - `system.notif.open-media.service-availability-delay`
  - `system.notif.open-media.service-availability.show-on-user-action`
  - `system.notif.statistic.service-availability-delay`
  - `system.notif.statistic.service-availability.show-on-user-action`
  - `system.notif.voice.service-availability-delay`
  - `system.notif.voice.service-availability.show-on-user-action`
  - `system.telemetry.enable-metrics`
  - `system.telemetry.enable-traces`
  - `system.telemetry.enabled`
  - `system.telemetry.log-level`
  - `system.telemetry.monitor-interval`
  - `system.telemetry.service-url`
  - `system.telemetry.service-url-<n>`
  - `system.timer.blinking-timeout`
  - `teamcommunicator.actions.display-mode`
  - `teamcommunicator.add-`
  - `recent-filters.voice`
  - `teamcommunicator.always-clear-textbox-on-new-interaction`
  - `teamcommunicator.chat.list-status-reachable`
  - `teamcommunicator.corporate-favorites`
  - `teamcommunicator.email.list-status-reachable`
  - `teamcommunicator.list-filter-showing`
  - `teamcommunicator.load-at-startup`
  - `teamcommunicator.max-favorites-size`
  - `teamcommunicator.max-size`
  - `teamcommunicator.max-suggestion-size`
  - `teamcommunicator.one-step-conference-with-consultation.enabled`
  - `teamcommunicator.one-step-transfer-with-consultation.enabled`
  - `teamcommunicator.permissions.agent.exclude-from-agent-groups`
  - `teamcommunicator.permissions.agent.restrict-to-agent-groups`
  - `teamcommunicator.permissions.ms-teams.exclude`
  - `teamcommunicator.permissions.ms-teams.restrict-to`
  - `teamcommunicator.permissions.ms-teams.restrict-to-ad-group-id`
  - `teamcommunicator.queue-presence-metrics`
  - `teamcommunicator.recent-max-records`
  - `teamcommunicator.request-start-timer`
  - `teamcommunicator.routing-point-presence-metrics`
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- teamcommunicator.show-all-internal-targets
  - teamcommunicator.third-party-name
  - teamcommunicator.voice.apply-exclude-to-favorites
  - teamcommunicator.voice.consultation.exclude-numbers
  - teamcommunicator.voice.list-status-reachable
  - teamcommunicator.voice.make-call.exclude-numbers
  - teamcommunicator.voice.single-step-conference.exclude-numbers
  - teamcommunicator.voice.single-step-transfer.exclude-numbers
  - teamcommunicator.<media-type>.list-status-reachable
  - teamlead.monitoring-current-call-timeout
  - teamlead.monitoring-scope
  - teamlead.myagents.available-page-sizes
  - teamlead.myagents.default-page-size
  - teamlead.myagents.enabled-channels
  - teamlead.myagents.manual-refresh.enabled
  - teamlead.myagents.pagination.limit
  - teamlead.myagents.refresh-rate
  - teamlead.myagents.thresholds.enabled
  - teamlead.myagents.thresholds.<media-type>
  - toast.case-data.content
  - toast.case-data.format-business-attribute
  - toast.window-title
  - views.ApplicationMenuBarRegion.order
  - views.CaseSideRegion.activate-order
  - views.CaseSideRegion.order
  - views.ContactRegion.activate-order
  - views.ContactRegion.order
  - views.ExcludeNumbersRegion.activate-order
  - views.HistoryInteractionDetailsRegion.activate-order
  - views.HistoryInteractionDetailsRegion.order
  - views.InteractionDetailsRegion.activate-order
  - views.InteractionDetailsRegion.order
  - views.NavigationBarRegion.activate-order
  - views.NavigationBarRegion.ConnectRegion.activate-order
  - views.NavigationBarRegion.ConnectRegion.order
  - views.NavigationBarRegion.MonitoringRegion.activate-order
  - views.NavigationBarRegion.MonitoringRegion.order
  - views.NavigationBarRegion.order
  - views.SideBarRegion.order
  - views.WorkbinInteractionDetailsRegion.activate-order
  - views.WorkbinInteractionDetailsRegion.order
  - voice.auto-answer
  - voice.auto-answer.is-enabled-on-already-in-call
  - voice.caller-id.key-name
  - voice.cancel-after-call-work-on-business-call
  - voice.cancel-after-call-work-on-done
  - voice.clear-conference-on-release
  - voice.consultation.merge-attached-data-to-main
  - voice.detail-region.default-display-mode
  - voice.dial-plan-can-set-intercommunication-options
  - voice.dial-plan-rule-<rule-name>
  - voice.dial-plan.types-enabled
  - voice.dialing-bell
  - voice.disaster-recovery.timeout
  - voice.enable-agent-resolution
  - voice.enable-dtmf-tone
  - voice.floating-interaction-mode.auto-collapse
  - voice.hold-active-call-on-make-call
  - voice.hold-indicator-timer
  - voice.mark-done-on-release
  - voice.notification.on-party-join.interaction
  - voice.notification.on-party-join.enabled
  - voice.notification.on-party-update.tooltip-history-ttl
  - voice.prompt-for-end
  - voice.reject.counter-key-name
  - voice.restore-state-on-back-in-service.is-enabled
  - voice.restore-state-on-back-in-service.time
  - voice.ringing-bell
  - voice.sip-preview.ringing-bell
  - voice.use-caller-id-display-name
  - voice.user-data.send-only-updated-data-on-complete
  - voicemail.access-number
  - voicemail.notification-types
  - voicemail.request-timeout
  - voicemail.voicemail-service.request-interval
  - webrtc.service-urn
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- `workbin.bulk-operation.nb-interactions-perf-impact`
- `workbin.email.draft`
- `workbin.email.draft.displayed-columns`
- `workbin.email.in-progress`
- `workbin.email.in-progress.displayed-columns`
- `workbin.email.review`
- `workbin.email.review.displayed-columns`
- `workbin.quick-search-attributes`
- `workbin.<media-type>.<workbin-nickname>`
- `workbin.<media-type>.<workbin-nickname>.displayed-columns`
- `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`
- `workbin.<media-type>.in-progress`
- `workspace-toolkit.enable`
- `workspace.web-content`
- `workspace.web-content.url-encoding-defense-enabled`

### Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the *Web Services and Applications 9.0.0 Configuration Guide*.

## <media-type>.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** `<media-type>.auto-answer.enable-reject`, `<media-type>.auto-answer.timer`

Specifies whether an interaction is automatically accepted and joined when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the *Configuration Guide*.

## <media-type>.auto-answer.enable-reject

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

**Related Options:** `<media-type>.auto-answer`, `<media-type>.auto-answer.timer`

When the option '`<media-type>.auto-answer`' with matching media type is set to true and '`<media-type>.auto-answer.timer`' is greater than 0, this option specifies whether the 'Reject' button is enabled when the corresponding privilege is granted. For outbound push-preview interactions, use the '`outbound.push-preview.auto-answer.enable-reject`' option. This option can be overridden by a routing strategy as described in the *Configuration Guide*.

## <media-type>.auto-answer.timer

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

**Related Options:** <media-type>.auto-answer, <media-type>.auto-answer.enable-reject

Specifies the time, in seconds, after which the inbound interaction of the specified type is automatically answered. A value of 0 means the call is auto-answered immediately. For outbound push-preview interactions, use the 'outbound.push-preview.auto-answer.timer' instead. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## <media-type>.detail-region.default-display-mode

**Default Value:** Medium

**Valid Values:** Specify a value from the following list: Medium, Large, Collapsed.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the default display mode for the Details view in the interaction view: Medium for 200px, Large for 400px, and Collapsed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## <media-type>.mark-done.reason-on-place-in-queue

**Default Value:**

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 100.0.000

Specifies the optional reason to be applied when an Open Media interaction is placed in queue. This option is only available for Open Media interactions and can be overridden by a routing strategy as described in the [Configuration Guide](#).

## <media-type>.mark-done.reason-on-stop

**Default Value:** None

**Valid Values:** Any string

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 100.0.000

Specifies the optional reason to be applied when an Open Media interaction is marked as done. This option is only available for Open Media interactions and can be overridden by a routing strategy as described in the [Configuration Guide](#).

## <media-type>.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies if the application prompts a confirmation message when a user clicks **Done**. This option is only available for interaction open media. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## <media-type>.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the path of the sound file that is played when the interaction is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).

2. A priority: the higher the integer, the higher the priority.

3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.agent-state-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the agent state change sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).

2. A priority: the higher the integer, the higher the priority.

3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
- 0: play the whole sound once,

- an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
  4. The volume from 0 to 100 (100 is the default).

## accessibility.dialog-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the dialog sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
- 0: play the whole sound once,
- an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
  4. The volume from 0 to 100 (100 is the default).

## accessibility.dialog-error-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the error alert sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
- 0: play the whole sound once,
- an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
  4. The volume from 0 to 100 (100 is the default).

## accessibility.focus-on-interaction-toast

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on accessibility.visual-impairment-profile; therefore, it applies to all configured agents, not just visually impaired agents.

## accessibility.interaction-state-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the interaction state change sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe '|' character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.outbound-campaign-state-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the outbound campaign state change sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe '|' character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.permanent-statistics-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies the permanent statistics change sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.supervision-state-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the supervision state change sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.tooltip.hide-on-click

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately



**Introduced:** 9.0.000.84

Specifies whether a custom tooltip is hidden when a target element is clicked. This option is forced to false if the value of the accessibility.visual-impairment-profile option is true.

## accessibility.tooltip.is-hoverable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether the tooltip is displayed when the mouse pointer is hovered above the tooltip/tooltip body. This option is forced to false if the value of the accessibility.visual-impairment-profile option is true.

## accessibility.tooltip.show-on-focus

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether the tooltip is displayed automatically when the related component has the focus. This option is forced to false if the value of the accessibility.visual-impairment-profile option is true.

## accessibility.visual-impairment-profile

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the profile for visually impaired users is active. This option enables users to navigate interface elements from keyboard navigation and tooltips by using a Screen Reader application. Some components might change their behavior in this mode. For example, Team Communicator is collapsed in this configuration.

## accessibility.voicemail-message-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the Voice Mail counter change sound-configuration string for new or old messages. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|')

character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.warning-message-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the warning message sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## accessibility.<media-type>.focus-on-interaction-toast

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on accessibility.visual-impairment-profile; therefore, it applies to all configured agents, not just visually impaired agents.

## agent-assist.confidence.article.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95

Specifies whether the confidence percentage for knowledge article suggestions is displayed in the **Agent Assist** tab. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.confidence.article.threshold.high

**Default Value:** 80  
**Valid Values:** An integer value between 0 and 100.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95

Specifies the high threshold, in percentage, to display the high confidence color (green) for knowledge article suggestions. The value must be greater than the value specified for the [agent-assist.confidence.article.threshold.low](#) option. Percentage values between high and low are colored yellow. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.confidence.article.threshold.low

**Default Value:** 50  
**Valid Values:** An integer value between 0 and 100.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95

Specifies the low threshold, in percentage, to display the low confidence color (red) for knowledge article suggestions. The value must be less than the value specified for the [agent-assist.confidence.article.threshold.high](#) option. Percentage values between high and low are colored yellow. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.confidence.faq.enable

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95

Specifies whether the confidence percentage for FAQ suggestions is displayed in the **Agent Assist** tab. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.confidence.faq.threshold.high

**Default Value:** 80  
**Valid Values:** An integer value between 0 and 100.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95  
**Related Options:** [agent-assist.confidence.faq.threshold.low](#)

Specifies the high threshold, in percentage, to display the high confidence color (green) for FAQ suggestions. The value must be greater than the value specified for the **agent-assist.confidence.faq.threshold.low** option. Percentage values between high and low are colored yellow. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.confidence.faq.threshold.low

**Default Value:** 50

**Valid Values:** An integer value between 0 and 100.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the low threshold, in percentage, to display the low confidence color (red) for FAQ suggestions. The value must be less than the value specified for the **agent-assist.confidence.faq.threshold.high** option. Percentage values between high and low are colored yellow. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.feedback.article.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies whether the thumbs-up and thumbs-down feedback buttons are displayed for each knowledge article suggestion in the **Agent Assist** tab. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.feedback.faq.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies whether the thumbs-up and thumbs-down feedback buttons are displayed for each FAQ suggestion in the **Agent Assist** tab. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.service-url

**Default Value:** No default value

**Valid Values:** A valid web-socket Url.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the web-socket url of the AI Connector (Anthena) service to access the Agent Assist API.

## agent-assist.suggestion.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies whether the suggestion view is displayed in the **Agent Assist** tab. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-assist.voice-transcript.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies whether the voice transcript view is displayed in the voice interaction view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## agent-status.after-call-work-reasons

**Default Value:** No default value

**Valid Values:** Comma-separated list of Action Code names of type After Call Work; empty means all not ready action codes are considered

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the available reasons in the Agent Status menus (global and My Channels). Workspace displays the reason commands in the order in which they appear in the list.

## agent-status.enabled-actions-by-channel

**Default Value:** Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason,LogOff

**Valid Values:** Comma-separated list of action names from the following list: Ready, NotReady, NotReadyReason, AfterCallWork, AfterCallWorkReason, Dnd, LogOff.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the available agent state actions in the My Channels contextual menu. The actions are displayed in the order in which they appear in the list.

## agent-status.enabled-actions-global

**Default Value:** Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason,LogOff

**Valid Values:** Comma-separated list of action names from the following list: Ready, NotReady, Dnd,

NotReadyReason, AfterCallWork, AfterCallWorkReason, LogOff.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68,9.0.000.61

Specifies the available agent states in the global Status menu. The agent state commands are displayed in the order in which they appear in the list.

## agent-status.not-ready-reasons

**Default Value:** No default value

**Valid Values:** Comma-separated list of Action Code names of type Not Ready; empty means all not ready action codes are considered

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the available reasons in the Agent Status menus (global and My Channels). The reason commands are displayed in the order in which they appear in the list.

## agent-status.ready-workmode

**Default Value:** unknown

**Valid Values:** A value from the following list: unknown, manual-in, auto-in. Empty means no workmode specified.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [login.voice.is-auto-ready](#)

Specifies which workmode is applied on Ready operation done manually from the Global State menu and My Channels. This option is also applicable for the [login.voice.is-auto-ready](#) option. Supported workmodes are unknown, manual-in, auto-in.

## alert.timeout

**Default Value:** 10

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the duration, in seconds, that contextual warning messages are displayed in the windows of the application.

## auth.session.invalidate-on-logout

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether the Auth SSO session persists when an agent logs out.  
If true, when an agent exits Workspace, both Workspace and the Auth session are removed and the agent is redirected to the Auth login view.  
If false, when an agent exits Workspace, only the Workspace session is removed and agent is redirected to a Workspace session ended view.

## callback.callback-information.content

**Default Value:** PhoneNumber,Comments

**Valid Values:** A comma separated list of data items from the following list: PhoneNumber,Comments

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the list of Callback data that is displayed in the **Callback Information Area**. The Callback data entries are displayed in the order in which they appear in this list.

## callback.callback-types-business-attribute

**Default Value:** No default value

**Valid Values:** A valid Business Attribute name.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the name of the Business Attribute that defines the list of Service Types. Service Types consist of the GES service name and user data key-value pairs.

## callback.default-date.is-automatically-selected

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies whether the current date is the default displayed in the **Date** field of the **New Callback Schedule** window.

## callback.time-slot.field-type

**Default Value:** WIDGET

**Valid Values:** Select a value from the following list: WIDGET, DROPDOWN.

**Changes Take Effect:** Immediately

**Dependencies:** [accessibility.visual-impairment-profile](#)

**Introduced:** 9.0.000.95

Specifies whether the **Time slots** field displays the time slot picker widget or a drop-down list. If not set or set to an invalid value, the widget is displayed. The value of this option is forced to DROPDOWN if the value of the [accessibility.visual-impairment-profile](#) option is true.

## case-data.float-separator

**Default Value:** .

**Valid Values:** A valid float separator. Typical float separators are: '.', ',', '\'

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the float separator that is used for Case data. This option should be used when the decimal symbol in the regional settings of the agent workstation is different from the one provided by the database.

## chat.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a chat interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## chat.detail-region.default-display-mode

**Default Value:** Medium

**Valid Values:** Specify a value from the following list: Medium, Large, Collapsed.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the default display mode for the Details view in the interaction view: Medium for 200px, Large for 400px and Collapsed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## chat.enable-auto-disconnect

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the chat session is automatically disconnected if the agent is the last party remaining in the chat session.

## chat.mark-done.reason-on-place-in-queue

**Default Value:** None

**Valid Values:** Any string



**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 100.0.000

Specifies the optional reason to be applied when a chat interaction is placed in queue. This option is only available for chat interactions and can be overridden by a routing strategy as described in the Configuration Guide.

## chat.mark-done.reason-on-stop

**Default Value:** None  
**Valid Values:** Any string  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 100.0.000

Specifies the optional reason to be applied when a chat interaction is marked as done. This option is only available for chat interactions and can be overridden by a routing strategy as described in the Configuration Guide.

## chat.new-message-bell

**Default Value:** No default value  
**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.88

Specifies the path of the sound file Workspace plays when a new chat message arrives. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## chat.nickname

**Default Value:** \$Agent.UserName\$  
**Valid Values:** A string that contains a compilation of characters and field codes from the following list:  
\$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$, \$Agent.EmployeeId\$, \$FirstNameLast  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.65, 9.0.000.61

Specifies the agent's nickname that is displayed to contacts during chat sessions. The nickname string may contain regular characters and field codes. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## chat.on-hold-queue

**Default Value:** No default value

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the Interaction Queue where the chat interaction is placed when the agent clicks Place chat on hold. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#) in the [Configuration Guide](#).

## chat.os-emoji-is-enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether emojis are displayed as images or as standard OS/browser emojis.

## chat.pending-response-to-customer

**Default Value:** 30,50

**Valid Values:** A comma-separated list value: warning time, maximum time

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

## chat.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the application prompts a confirmation message when a user clicks Done. This option is only available for open media interactions. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## chat.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies Whether the application displays a confirmation message when an agent clicks End. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## chat.push-url.max-records

**Default Value:** 20

**Valid Values:** Any positive integer value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies maximum size of pushed URL list.

## chat.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the path of the sound file Workspace plays when a chat interaction is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## chat.time-stamp

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the time stamp is displayed in the Chat transcript area.

## chat.typing-is-enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether typing notification is sent to the contact during a chat interaction. It should be disabled for Chat Server lower than 8.0.1.

## chat.typing-timeout

**Default Value:** 10

**Valid Values:** A positive integer value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.

## contact.all-interactions-default-time-filter-main

**Default Value:** 1M

**Valid Values:** A value from the following list: All, 1M, 1W, 1D

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies which Time Filter is selected by default in the All Interactions Search view when an agent accesses the view.

- All: all interactions from Main UCS Data Base.
- 1M: interactions from Main UCS Data Base that were created less than 1 month ago.
- 1W: interactions from Main UCS Data Base that were created less than 1 week ago.
- 1D: interactions from Main UCS Data Base that were created less than 1 day ago.

## contact.all-interactions-displayed-columns

**Default Value:** Status,Subject,StartDate,EndDate

**Valid Values:** A comma-separated value list of Contact History items to display in the interaction view MyHistory, for example: Status, Subject, StartDate, EndDate.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

Specifies the list of interaction attributes that are displayed in the result list of the Interaction Search view.

## contact.all-interactions-quick-search-attributes

**Default Value:** Subject

**Valid Values:** A comma-separated value list of valid interaction attribute names, for example: Subject

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the interaction attributes that are used to search interactions in the Quick Search mode of the Interaction Search view.

## contact.available-directory-page-sizes

**Default Value:** 5,10,25,50

**Valid Values:** A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the possible values for the number of rows per page in the contact directory search result view.

## contact.cache-timeout-delay

**Default Value:** 0

**Valid Values:** An integer from 1 through 3600. 0 to deactivate it

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the delay, in seconds, before the cache of the result of a Universal Contact Server request is cleared.

## contact.create-contact.check-duplicate

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** contact.potential-match.search-query.and-clause, contact.potential-match.search-query.or-clause

If an agent tries to create a contact that potentially matches one or more in the contact database, Workspace displays the list of potential matches, then allows an agent to either create the new contact or select an existing contact instead. Use the following options to control what UCS attributes are searched to determine whether a new contact is a potential duplicate. These options can be configured individually or together to allow \"AND\" and \"OR\" searches.

- [contact.potential-match.search-query.and-clause](#)
- [contact.potential-match.search-query.or-clause](#)

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.date-search-types

**Default Value:** On,OnOrAfter,Before,Between

**Valid Values:** Select at least one from the list.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of search types that are available for the agent to use to search the contact database by date.

## contact.default-directory-page-size

**Default Value:** 10

**Valid Values:** An integer from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [contact.available-directory-page-size](#)

Specifies the default value for the number of rows per page in the contact directory search result view. The value must be defined in the option [contact.available-directory-page-size](#).

## contact.directory-displayed-columns

**Default Value:** LastName,FirstName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names. For example: LastName,FirstName,PhoneNumber,EmailAddress.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of contact fields that are displayed when the results of a contact search are displayed.

## contact.directory-search-attributes

**Default Value:** LastName,FirstName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names that can be used as search parameters.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of Contact fields that can be used as search parameters.

## contact.directory-search-mode

**Default Value:** sql

**Valid Values:** A value from the following list: sql, lucene

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the technical mode used in the Contact Directory view to search for contacts. The lucene mode must be used for large database of contacts.

## contact.displayed-attributes

**Default Value:** Title,FirstName,LastName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of contact fields that are displayed when a Contact record is displayed.

## contact.email-address-validation.attributes

**Default Value:** EmailAddress

**Valid Values:** A list of contact attributes that can support email expression pattern validation

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.validate.email-address](#)

Specifies which contact attributes from the Contact Profile are considered to be email addresses to be validated.

The default expression used for validation is specified by the [expression.validate.email-address](#) option.

## contact.enable-force-delete-contact

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Specifies whether an agent is allowed to delete a contact even if the contact has one or more in-progress interactions.

## contact.history-default-time-filter-main

**Default Value:** 1M

**Valid Values:** A value from the following list: All, 1M, 1W, 1D

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies which Time Filter option is selected by default in the Contact History view when an agent accesses the main history data source:

- All: All interactions from the main Universal Contact Server (UCS) database.
- 1M: Interactions from main UCS database that were created less than 1 month ago.
- 1W: Interactions from main UCS database that were created less than 1 week ago.
- 1D: Interactions from main UCS database that were created less than 1 day ago.

## contact.history-default-view-conversations

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.76

Specifies whether the My History and Contact History are displayed in conversation (thread) mode or Normal (flat) mode, by default.

## contact.history-displayed-columns

**Default Value:** Status,Subject,StartDate,EndDate,OwnerId  
**Valid Values:** A comma-separated value list of Contact History items to display in the interaction view, for example: Status, Subject, StartDate, EndDate, OwnerId.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the list of Contact History items that are displayed in the interaction view.

## contact.history-displayed-columns-conversations

**Default Value:** Status,Subject,StartDate,EndDate  
**Valid Values:** A comma-separated list of Contact History items to display in the History conversations view - for example: Subject, StartDate, EndDate, Status.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.76

Specifies the list of interaction fields that are displayed in the Contact History view in the conversation (thread) mode.

## contact.history.media-filters

**Default Value:** voice,email,chat,twitter,facebook,\$OtherMedia\$  
**Valid Values:** A comma-separated value of valid media type names or \$OtherMedia\$.



**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

**Related Options:** `privilege.contact.can-filter-contact-history`, `privilege.contact.can-filter-my-history`, `privilege.contact.can-filter-all-interactions`

Specifies the list of media types that can be used to filter the Contact History (depends on `privilege.contact.can-filter-contact-history`), My History (depends on `privilege.contact.can-filter-my-history`), and the result list of Interaction Search (depends on `privilege.contact.can-filter-all-interactions`). `$OtherMedia$` allows to add the filter returning any media not listed in this option.

## contact.history-quick-search-attributes

**Default Value:** Subject

**Valid Values:** A comma-separated value list of valid interaction attribute names, for example: Subject. Possible searchable attributes are: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

Specifies the interaction attributes that are used to search interactions in the quick search mode of the Contact History view. These attributes should be text attributes. You can use custom interaction attributes. For more information, see '[Making an Attribute Searchable from the Desktop](#)' in the PureEngage Digital Administrator's Guide.

## contact.history.quick-search.max-input-length

**Default Value:** 10

**Valid Values:** An integer value from 1 through 20.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

Specifies the maximum number of words that can be used to make a quick search of interaction in My History, Contact History and Interaction Search

## contact.history-search-attribute-group.<group-name>

**Default Value:** No default value

**Valid Values:** A comma-separated value list of Interaction attributes.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies a group of interaction search attributes. Use this option as a template, modifying the name by replacing the `<group-name>` by the name of a group to be displayed in the Advanced Search mode of Contact History, My History, and Interaction Search views.

## contact.history-search-attributes

**Default Value:** Status,StartDate,EndDate,Subject

**Valid Values:** A comma-separated value list of Interaction attributes.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction attributes that an agent can use in Advanced Search mode of the Contact History, My History and Interaction Search views. You can also use custom interaction attributes.

## contact.last-called-agent.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [contact.last-called-agent.<media-type>.enable](#)

Specifies if the last called agent properties are set in the contact when an interaction is presented to the agent. This option is taken into account only when the [contact.last-called-agent.<media-type>.enable](#) option is not defined for the applicable media type.

## contact.last-called-agent.<media-type>.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [contact.last-called-agent.enable](#)

Specifies if the last called agent properties are set in the contact when an interaction of the corresponding media type is presented to the agent. This option overrides the [contact.last-called-agent.enable](#) option. Use the voice-campaign media-type to define the look-up behavior for outbound campaign interactions.

## contact.lookup.auto-assign-mode

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the contact assignment policy when Contact Lookup is enabled. If set to false and there are multiple matched contacts for an interaction, they are listed as suggested contacts. If set to true, the first contact will be assigned automatically irrespective of the number of matched contacts. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.lookup.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [contact.lookup.<media-type>.enable](#)

Specifies that Universal Contact Server (UCS) lookup is activated for contacts when an interaction is presented to the Agent. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). Note: This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the [contact.lookup.<media-type>.enable](#) option is not specified for the applicable media type.

## contact.lookup.enable-create-contact

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [contact.lookup.<media-type>.enable-create-contact](#)

When the value of this option is true and the value of [ontact.lookup.enable](#) is also set to true, this option specifies that Universal Contact Server (UCS) creates a contact if the initial search does not find a matching existing contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). Note: This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the [contact.lookup.<media-type>.enable-create-contact](#) option is not specified for the applicable media type.

## contact.lookup.voice.intercommunication.use-dialed-phone-number

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.68

If contact lookup is enabled, and intercommunication is configured, this option specifies that contact lookup is performed on the phone number typed by an agent for an outgoing call to Routing Point.

## contact.lookup.voice.use-dialed-phone-number

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

If contact lookup is enabled, this option specifies that contact lookup is performed on the normalized

phone number that was manually dialed by the agent rather than the number resulting from the application of dial plan rules, if any.

## contact.lookup.voice.use-formatted-number

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies that the phone number of an inbound voice interaction is subject to processing by the [expression.phone-number.supported-characters](#) option prior to contact lookup. This option depends on the option [contact.lookup.enable-create-contact](#). This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.lookup.<media-type>.auto-assign-mode

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Related Options:** [contact.lookup.auto-assign-mode](#)

Specifies the contact assignment policy when Contact Lookup is enabled for the specified media type. If set to false and there are multiple matched contacts for an interaction, they are listed as suggested contacts. If set to true, the first contact will be assigned automatically irrespective of number of matched contacts. This option overrides [contact.lookup.auto-assign-mode](#) for the specified media type. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.lookup.<media-type>.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [contact.lookup.enable](#)

Specifies that the Workspace features that rely on Universal Contact Server (UCS) for contact lookup when an interaction of the given media type is presented to the Agent are activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). Note: This option overwrites the [contact.lookup.enable](#) option. It is not taken into account when the attached data `IdentifyCreateContact` is set in the interaction. Use the voice-campaign media-type to define the lookup behavior in the context of outbound campaign interactions.

## contact.lookup.<media-type>.enable-create-contact

**Default Value:** true

**Valid Values:** true, false  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.80

When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) creates a contact if the initial search cannot find any existing contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). Note: This option overwrites the contact.lookup.enable-create-contact option. It is not taken into account when the attached data 'IdentifyCreateContact' is set in the interaction. Use the voice-campaign media-type to define the lookup and create behavior in the context of outbound campaign interactions.

## contact.mandatory-attributes

**Default Value:** FirstName,LastName  
**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names, for example: LastName, FirstName, PhoneNumber, EmailAddress.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the list of Contact fields that must be completed for a contact.

## contact.multiple-value-attributes

**Default Value:** PhoneNumber,EmailAddress  
**Valid Values:** A comma separated value list of Attribute Value names that correspond to contact field names.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the list of contact attributes that can support multiple values.

## contact.myhistory-default-time-filter-main

**Default Value:** 1M  
**Valid Values:** A value from the following list: All, 1M, 1W, 1D  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies which Time Filter option is selected by default in the My History view when an agent accesses the main history data source:

- All: All interactions from the main Universal Contact Server (UCS) database.
- 1M: Interactions from main UCS database that were created less than 1 month ago.
- 1W: Interactions from main UCS database that were created less than 1 week ago.
- 1D: Interactions from main UCS database that were created less than 1 day ago.

## contact.myhistory-displayed-columns

**Default Value:** Status,Subject,StartDate,EndDate

**Valid Values:** A comma-separated value list of Contact History items to display in the interaction view MyHistory, for example: Status, Subject, StartDate, EndDate.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of Contact History items that are displayed in the My History view.

## contact.myhistory-displayed-columns-conversations

**Default Value:** Status,Subject,StartDate,EndDate

**Valid Values:** A Comma-separated list of interaction fields to display in My History conversations view - for example: Subject, StartDate, EndDate, Status.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the list of interaction fields that are displayed in the My History view in the conversation (thread) mode.

## contact.myhistory-quick-search-attributes

**Default Value:** Subject

**Valid Values:** A comma-separated value list of valid interaction attribute names, for example: Subject. Possible searchable attributes are: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

Specifies the interaction attributes that are used to search interactions in the quick search mode of the My History view. These attributes must be text attributes. You can use custom interaction attributes. For more information, see '[Making an Attribute Searchable from the Desktop](#)' in the PureEngage Digital Administrator's Guide.

## contact.phone-number-validation.attributes

**Default Value:** PhoneNumber

**Valid Values:** A list of contact attributes that can support phone number expression pattern validation

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.validate.phone-number](#)

Specifies which contact attributes from the Contact Profile are considered to be phone numbers to be validated.

The default expression used for validation is specified by the `expression.validate.phone-number` option.

## contact.phone-number-validation.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

In environments using UCSX server, this option specifies whether phone numbers are validated on the client side when contact records are created or updated.

## contact.potential-match.search-query.and-clause

**Default Value:** No default value

**Valid Values:** List of contact attributes including custom attributes

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** contact.potential-match.search-query.or-clause

Specifies the list of contact attributes, each of which will be added as an AND clause in the search query to retrieve potential duplicate contacts from UCS during contact creation in Workspace.

## contact.potential-match.search-query.or-clause

**Default Value:** PhoneNumber, EmailAddress

**Valid Values:** List of contact attributes including custom attributes

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** contact.potential-match.search-query.and-clause

Specifies the list of contact attributes, each of which will be added as an OR clause in the search query to retrieve potential duplicate contacts from UCS during contact creation in Workspace.

## contact.related-interactions.custom-attributes

**Default Value:** No default value

**Valid Values:** A comma-separated list of interaction custom attributes

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies the list of interaction custom attributes to be displayed as tags in the **Related** tab interaction cards. Only the first two attributes are displayed. If you specify more than two attributes, the others are included in the **Sort by** menu but not as tags in the cards.

## contact.related-interactions.open.max-number

**Default Value:** 10

**Valid Values:** An integer from 1 through 10.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies the maximum number of related interactions that may be opened simultaneously by a single **Open** action.

## contact.related-interactions.sort-by.attributes

**Default Value:** \$All\$

**Valid Values:** A comma-separated list of predefined and custom attributes of an interaction.

Example: StartDate,Status,Subject,OwnerId,TypeId,CustomAttr1. To include all predefined and custom attributes, use the value \$All\$ in this option.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies the list of predefined and custom attributes by which the interactions in the **Related** tab may be sorted. In the **Sort By** menu, the attributes are displayed in the configured order. Custom attributes specified by this option must also be specified by the contact.related-interactions.custom-attribute.

## contact.suggested-contacts.max-limit

**Default Value:** 50

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the maximum number of suggested contacts to be displayed

## contact.ucs-interaction.voice-campaign.create-without-contact

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether a outbound campaign interaction is created in Universal Contact Server (UCS) when there is no associated contact. This option can be overridden by a routing strategy as described in the Configuration Guide.



## contact.ucs-interaction.voice-campaign.enable-create

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Voice Outbound Campaign interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.ucs-interaction.voice.enable-create

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Voice interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.ucs-interaction.voice.enable-create-without-contact

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether a voice interaction is created in Universal Contact Server (UCS) when there is no associated contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## contact.ucs-interaction.voice.unanswered.enable-create

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies whether a call history is created in UCS for outgoing calls that are not answered by a contact. If this option is set to true, unanswered calls are added to the UCS database and are viewable in the My History, Contact Directory, Interaction History, and Contact History tabs. This option can be overridden by a routing strategy, as described in the [Configuration Guide](#).

## contact.ucs-interaction.<media-type>.enable-create

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Open Media Workitem interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## disaster-recovery.authentication-mode

**Default Value:** INTERNAL

**Valid Values:** Select a value from the following list of modes that can be used for authentication with Toolkit: INTERNAL, EXTERNAL, REDIRECT

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.80

Specifies which authentication mode is used when trying to authenticate with another site (INTERNAL iframe, EXTERNAL popup or REDIRECT refresh on backup-site).

## disaster-recovery.enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.80

Specifies whether Business Continuity (Disaster Recovery) functionality is activated for SIP Server and Genesys Web Services.

## editor.default-font

**Default Value:** Serif

**Valid Values:** A value from the following list: the following list: Serif, Sans-serif, Monospace, Cursive, Fantasy, Tahoma, Roboto. Empty means no default font specified.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.50

Specifies the default font in the Font menu of new and reply HTML format email interactions. If this option is left empty, the last selected font is used for email interactions by default.

## editor.default-font-size

**Default Value:** 9

**Valid Values:** A value from the following list: the following list: 8, 9, 10, 11, 12, 14, 16, 18, 20, 22, 24, 26, 28, 36, 48, 72. Empty means no default font size specified.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the default font size in the Font Size menu of new and reply HTML formatted email interactions. If empty, the last selected font size is used for email interactions by default.

## editor.font-sizes

**Default Value:** 8,9,10,11,12,14,16,18,20,22,24,26,28,36,48,72

**Valid Values:** Comma-separated list of font sizes from the following list: 8, 9, 10, 11, 12, 14, 16, 18, 20, 22, 24, 26, 28, 36, 48, 72.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the font sizes available in the Font Size menu of new and reply HTML formatted email interactions. The sizes are displayed in the order in which they appear in the list.

## editor.fonts

**Default Value:** Serif,Sans-serif,Monospace,Cursive,Fantasy,Tahoma,Roboto,Arial,Helvetica

**Valid Values:** Comma-separated list of fonts from the following list: Serif, Sans-serif, Monospace, Cursive, Fantasy, Tahoma, Roboto, Arial, Helvetica.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.61

Specifies the list of available fonts in the Fonts menu of new and reply HTML format email interactions. The fonts are displayed in the order in which they appear in the list.

## editor.SRL.shortcuts.prefix

**Default Value:** #

**Valid Values:** A valid character.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Specifies the prefix, such as '#', that identifies that a keyword is a shortcut for a Standard Response.

## email.allowed-image-extensions

**Default Value:** jpg,gif,png

**Valid Values:** A comma-separated values of list of image extensions.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the list of image extensions that agents can attach to an email interaction. The attachment

is refused by the system and an error message is displayed to the agent if the image extension is not in the list of allowed image extensions.

## email.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether an email interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.default-queue

**Default Value:** No default value

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the Interaction queue in which new or reply outgoing emails are submitted.

## email.detail-region.default-display-mode

**Default Value:** Medium

**Valid Values:** Specify a value from the following list: Medium, Large, Collapsed.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the default display mode for the Details view in the interaction view: Medium for 200px, Large for 400px and Collapsed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.enable-email-address-validation

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies that the To, Cc, and Bcc addresses are validated when completing sending and forwarding.

## email.enable-toggle-format

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the agent is permitted to switch between text and html in the email editor. Depends on 'E-Mail - Can Use E-mail Channel'. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## email.from-addresses

**Default Value:** No default value

**Valid Values:** The name of a valid Business Attribute.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies a character string that specifies the name of the Business Attribute which contains the Attribute Values that are used as available addresses. These come from the addresses of email interactions. You can set a default value by using the flag from the Business Attribute value. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.html-format

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the format of a new outgoing email. When set to true, new email is formatted in HTML.

## email.include-original-text-in-reply

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the text of the original inbound email interaction is included in the outgoing reply email. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.inline-forward.exclude-case-data-keys

**Default Value:** ContactId,EmailAddress,FirstName,LastName,PhoneNumber,toAddresses

**Valid Values:** Comma-separated list of attached data keys.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.98

Specifies the list of attached data keys to be excluded from the inbound email interaction for an inline forward email interaction.

## email.inline-forward-header

**Default Value:** \$FullHeader\$

**Valid Values:** Any valid character string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the character string that is used to introduce the inbound email content in the body of the inline forward email. The value \$FullHeader\$ inserts the entire header of the inbound email interaction into the inline forwarded email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: 'On <date>, <contact> wrote:'.

## email.inline-forward-prefix

**Default Value:** Fwd:

**Valid Values:** Any valid character string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the inline forward prefix that is added to subject of the forwarded inbound email interaction.

## email.inline-forward-queue

**Default Value:** No default value

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the Interaction queue in which in-line forwarded inbound emails are submitted.

## email.insert-url.max-records

**Default Value:** 20

**Valid Values:** Any positive integer value.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies maximum number of modified URLs in the menu in the **Insert Link** and **Edit Link** dialog boxes.

## email.mandatory-subject

**Default Value:** true

**Valid Values:** true, false, prompt

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies whether the subject of an outgoing email must be specified to enable the Send operation:

- **false:** No control is applied on the content of the subject field.
- **true:** Email sending cannot be completed until the subject field is not empty. An error message is displayed.
- **prompt:** If the subject is empty, a confirmation box is displayed to prompt the agent to add a subject or proceed with sending without a subject.

## email.max-attachment-size

**Default Value:** 0

**Valid Values:** A positive integer.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [attachment.max-file-upload-size](#)

Specifies the maximum number of megabytes of one file that agents can attach to an external email interaction. The attachment is refused by the system and an error message is displayed to the agent if the size in megabytes of the attached file exceeds this value. The value 0 means that the value specified by the [attachment.max-file-upload-size](#) option is used.

## email.max-attachments-size

**Default Value:** 0

**Valid Values:** A positive integer.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the maximum number of total megabytes of files that agents can attach to an external email interaction. An error message is displayed to the agent if the total number of megabytes for all attached files exceeds this value. The value 0 means that there is no restriction.

## email.outbound.editable-bcc-addresses

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether an agent can add Bcc addresses to a new, reply, or forward outgoing email. This option can be overridden by a routing strategy, as described in the [Configuration Guide](#).

## email.outbound.editable-cc-addresses

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether an agent can add Cc addresses to a new, reply, or forward outgoing email. This option can be overridden by a routing strategy, as described in the [Configuration Guide](#).

## email.outbound.editable-to-addresses

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether an agent can add To addresses to a new or reply outgoing email. This option can be overridden by a routing strategy, as described in the [Configuration Guide](#).

## email.outbound-queue

**Default Value:** No default value

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the Interaction Queue in which outgoing emails are placed when agents click Send or Send Interim. This options is used only when Interaction Workflow does not set Queue for New Interactions when it is routing inbound email interactions to agents.

## email.print.print-content

**Default Value:** From,To,Cc,Subject,Body,Date,Attachment,InteractionType

**Valid Values:** A comma-separated list of one or valid more email interaction fields.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.50

Specifies the list of fields to print for an email interaction. Supported fields are: From, To, Cc, Subject, Body, Date, Attachment, InteractionType, CaseData, Note.

## email.prompt-for-done

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31



Specifies if the application prompts a confirmation message when the user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.qa-review-dispositions-business-attribute

**Default Value:** No default value

**Valid Values:** Any valid character string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for qa-review-dispositions code. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.quote-char

**Default Value:** >

**Valid Values:** Any valid character string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

For outgoing email that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound email interaction in the outgoing email interaction body.

## email.quote-header

**Default Value:** On <date>, <contact> wrote:

**Valid Values:** Any valid character string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the character string that is used to introduce the quoted inbound email interaction content in the body of the outgoing email. The value `$FullHeader$` inserts the entire header of the inbound email into the outgoing email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: 'On <date>, <contact> wrote:'.

## email.reply-format

**Default Value:** auto

**Valid Values:** Select a value from the following list: auto, html, plain-text.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the format of an outgoing email reply:

- auto: outgoing email reply format is the same as corresponding inbound email.
- html: outgoing email reply format is forced to html.
- plain-text: outgoing email reply format is forced to plain text.

## email.reply-prefix

**Default Value:** Re:

**Valid Values:** Any valid character string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the reply prefix that is added to subject of the inbound email interaction.

## email.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the path of the sound file Workspace plays when an email interaction is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## email.signature

**Default Value:** No default value

**Valid Values:** \"response:\" followed by the response path to the standard response

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the type and location of the signature template that Workspace should add to outgoing emails. The value has two components that are separated by a colon:

1. 'response'
2. The standard response name and the full path of the parent category in the Standard Response Library.

For example, 'response:Signatures\Classic'.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.signature.attachments.enable

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Dependencies:** [email.signature](#)  
**Introduced:** 9.0.000.95

Specifies whether the attachments from a standard response, set in the [email.signature](#) option, are included in the related email interaction.

## email.signature.line-<n>

**Default Value:** No default value  
**Valid Values:** Any valid character string.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the row number of the signature by a string that can contain regular characters and the following field codes: \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$. <n> is starting at 0. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## email.signature.process-embedded-images.enable

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Dependencies:** [email.signature](#)  
**Introduced:** 9.0.000.95  
**Discontinued:** 9.0.000.98

Specifies whether the embedded images from a standard response, set in the [email.signature](#) option, are processed before insertion into the email body. This option allows embedded images to be converted to attachments and allows embedded email signature images to be validated by file type and size.

## expression.gws-url.capturing-groups

**Default Value:** https://(?:(gapi|gwa)-(.\*)\.genesyscloud\.  
**Valid Values:**  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.93

Specifies that Workspace should extract a part of its url to capture groups containing information shared among services, such as the tenant or region.

## expression.gws-url.capturing-groups-<n>

**Default Value:** https://(.\*)-(?:gapi|gwa)-(.)\genesyscloud\com

**Valid Values:**

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

Specifies that Workspace should extract a part of its url to capture groups containing information shared among services, such as the tenant or region. This option supports plugins and pair mapping (for example: system.telemetry.service-url-<n>, for MPLS networks).

## expression.identify.email-address

**Default Value:** (\w+([-+.]w+)\*@\w+([-.]w+)\*\.\w+([-.]w+)\*)

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies the regular expression that identifies an email address in a chat.

## expression.identify.phone-number

**Default Value:** (?:(?:[\+]?(\{1,3\}(?:[\*]|\-)))?[(\{(\{1,3\})[\-V])]?(?:[\+]|[\-])?(?:[\d]{3,})

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies the regular expression that identifies a phone number in the chat or email transcript. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## expression.outbound-campaign-phone-number

**Default Value:** ^[\(\)\-\.\+\\d\s\\*#\]\*[\d]+[\(\)\-\.\+\\d\s\\*#/\]\*\$

**Valid Values:** A regular expression

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the regular expression to validate a phone number in the 'New Phone Number' dialog to dial an Outbound Preview Record on a new phone number. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## expression.phone-number.supported-characters

**Default Value:** 0123456789+

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. All special characters that are valid

Windows file names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the characters that are permitted when building a request to the T-Server that relies on a phone number. Any other characters from the original string coming from the User Interface are removed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## expression.url

**Default Value:**

(http:\\(www.)?|https:\\(www.)?|ftp:\\(www.)|www.){1}([0-9A-Za-z+&@#V%?=~\_!|,;:-]+\\.+[0-9A-Za-z]{2,6})([0-9A-Za-z+&@#V%?=~\_!|,;:-]\*)?

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.49

Specifies the regular expression that identifies a URL in the Case Information area. This option can be overridden by a routing strategy as described in this [Configuration Guide](#).

## expression.validate.email-address

**Default Value:** ^([A-Za-z0-9.\_-]+)@([A-Za-z0-9.-]+)\\.([A-Za-z]{2,6})\$

**Valid Values:** A valid regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the regular expression used to validate an email address. It is used to recognize an email address of a target entered in the Team Communicator, and also to display warning message if the email address on the Contact Profile is incorrect.

## expression.validate.phone-number

**Default Value:** ^[(\\)\\-\\.\\+\\d\\s\\\*#]\*[\\d]+[(\\)\\-\\.\\+\\d\\s\\\*#/\*]\*\$

**Valid Values:** A valid regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the regular expression used to validate a phone number. It is used to recognize the phone number of a target entered in the Team Communicator when performing a call, a transfer, or a conference. If the number entered by the agent in the Team Communicator edit box matches this expression, the 'Call', 'Start Voice Consultation', 'Instant Transfer', or 'Instant Conference' action is enabled for this number. When the agent executes the action, the entered phone number is modified by the logic specified by the expression.phone-number.supported-characters option before the telephony operation is executed. This expression is also used to display a warning message if the phone number on the Contact Profile is incorrect.

## interaction.auto-focus

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Modified:** 9.0.000.65

Specifies whether the inbound interaction is in focus automatically when it is accepted. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.auto-focus.<media-type>

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Modified:** 9.0.000.65

**Related Options:** [interaction.auto-focus](#)

Specifies whether the inbound interaction of the specified media type is in focus automatically when it is accepted. This option overrides the [interaction.auto-focus](#) option. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction-bar.quick-access-modes

**Default Value:** Pinned,Floating

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [interaction-bar.quick-access-modes.<media-type>](#)

Specifies the list of modes that are available to present interactions. The available modes are:

- Pinned: the interaction view occupies the full available size, shared with Supporting Views like Contact and Responses.
- Floating: the interaction view is presented in a floating window that is painted above any other kind of content and that fits the visual material to display. This view cannot display content displayed on the right part, such as Contact Profile or Responses.  
When more than one mode is specified, by default the first mode in the configured list is used. The end user can switch from one mode to the other using a dedicated control. For a given media type, this option can be overridden by the [interaction-bar.quick-access-modes.<media-type>](#) option.

## interaction-bar.quick-access-modes.<media-type>

**Default Value:** Pinned,Floating

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [interaction-bar.quick-access-modes](#)

Use this option as a template to specify the list of modes available to present interactions of the given media type. The available modes are:

- Pinned: the interaction view occupies the full available size, shared with Supporting Views like Contact and Responses.
- Floating: the interaction view is presented in a floating window that is painted above any other kind of content and that fits the visual material to display. This view cannot display content displayed on the right part, such as Contact Profile or Responses.  
When more than one mode is specified, by default the first mode in the configured list is used. The end user can switch from one mode to the other using a dedicated control. When it is defined for a media type, this option overwrites the definition of the generic [interaction-bar.quick-access-modes](#) option.

## interaction.case-data.content

**Default Value:** History,CaseData

**Valid Values:** History, CaseData

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [interaction.case-data.format-business-attribute](#)

Specifies the content of the Case Information area in the interaction. The CaseData key enables the display of the attached data that is defined by the [interaction.case-data.format-business-attribute](#) option. The History key enables the display of interaction history information like the Origin field. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.case-data.enable-hyperlink

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.url](#)

Specifies whether a hyperlink that is part of the case information may be displayed. See also the [expression.url](#) option. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.case-data.format-business-attribute

**Default Value:** No default value

**Valid Values:** The name of a valid Business Attribute.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [interaction.case-data.order](#)

Specifies the name of the Business Attribute that contains the Business Attribute values that are used to filter and render attached data in the interaction. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the [interaction.case-data.order](#) option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in [interaction.case-data.order](#) option are put at the bottom of the list.

## interaction.case-data.frame-color

**Default Value:** #17849D

**Valid Values:** Valid Hexadecimal (HTML) color code.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the color of the border of the Case Data view frame. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.disposition.cache-timeout-delay

**Default Value:** -1

**Valid Values:** From -1 to MAXINT.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the delay, in seconds, before the cache of a disposition request result is cleared. If set to -1, the dispositions are kept in cache until the browser page is refreshed, or until the agent logs out and logs back in.

## interaction.disposition.folder-name-depth-<n>

**Default Value:** No default value

**Valid Values:** Valid key name associated with a disposition.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.disposition.is-expanded-on-display

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.



**Introduced:** 9.0.000.31

Specifies whether the disposition tree is expanded rather than collapsed when displayed:

- true: Expand all dispositions
- false: Collapse all dispositions

## interaction.disposition.is-mandatory

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.disposition.key-name

**Default Value:** DispositionCode

**Valid Values:** A valid key name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.disposition.use-attached-data

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies that attached data can be added to the interaction in UserEvent. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.disposition.value-business-attribute

**Default Value:** DispositionCode

**Valid Values:** A valid Business Attribute name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the Business Attribute that contains the Attribute Values that are used as an

enumerated value for a disposition code. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.group-recovered-interactions.activate-threshold

**Default Value:** 15

**Valid Values:** An integer value greater than or equal to 5.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

When the option 'interaction.group-recovered-interactions.enable' is true, specifies the threshold to start grouping all the recovered interactions.

## interaction.group-recovered-interactions.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether the recovered interactions are grouped at the start of the session.

## interaction-management.available-interaction-page-sizes

**Default Value:** 5,10,25,50

**Valid Values:** A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the possible values for the number of rows per page in the Interaction Management content view. Values greater than 100 are not recommended due to performance impact. The maximum value depends on the content of interactions and the robustness of your network. If you specify a value that is too high, the request to get a snapshot fails and an error message is displayed.

## interaction-management.default-interaction-page-size

**Default Value:** 10

**Valid Values:** An integer from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the default value for the number of rows per page in the Interaction Management content view.

## interaction-management.filters

**Default Value:** No default value

**Valid Values:** A comma-separated list of Filter names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the filters that are displayed to the supervisor for interaction management. The filter names refer to the names of the Application Option sections that define the Filters. See 'Creating Interaction Filters for Team Leads' in the [Configuration Guide](#) for more information.

## interaction-management.filters.quick-search-attributes

**Default Value:** No default value

**Valid Values:** A comma-separated list of attached data, for example: AssignedTo,FromAddress

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the list of interaction properties that are used to build the Quick Search query against Interaction Server when the agent makes a quick search in an interaction queue for which quick-search-attributes is not defined in the Filter.

## interaction-management.interactions-filter.displayed-columns

**Default Value:** From,To,Subject,Received

**Valid Values:** A comma-separated list of attached data, for example: From,Subject,Received

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.39

Specifies the list of interaction fields that are displayed as columns in Interaction Queue view when displayed-columns is not defined in the Filter.

## interaction-management.markdone.mandatory-case-data-check.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies if a check is to be made to ensure interactions are not missing mandatory case data before they are allowed to be marked done.

## interaction-management.move-to-workbin.restrict-to-my-team

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies if the search applied in Team Communicator for Move to Workbin action should be restricted to the workbins of the logged agent team.

## interaction.override-option-key

**Default Value:** No default value

**Valid Values:** An attached data key name (string). The list is provided in the Attached Data in the strategy.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies that certain application options can be overridden by using a transaction object. The value of this option provides the key name of the attached data that contains the list of transaction objects.

## interaction.reject-route

**Default Value:** No default value

**Valid Values:** A string that represents an attached data key.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.85

Workspace enables the Reject voice call operation in SIP Server environments that use multi-site routing. The reject route mechanism has been extended to accommodate different types of 'reject' implementations, depending on the context. Use this option to enable the reject route mechanism by specifying a string as a key to be used at run-time to retrieve the behavior description from the interaction user data. It is the responsibility of the administrator to define the multi-site reject criteria. The reject route is specified in the interaction user data in the following format: <reject-method>:<dn>@<switch>. When reject-method is specified, ensure that the following characters are also specified: :, @, and the switch field. The following are possible values for the reject-method attribute:

sst: Reject applies the following action: SingleStepTransfer(OtherDN=<dn>,Location=<switch>).

release: Reject applies the following action: releaseCall. This value must be applied when the value of the TServer/divert-on-ringing SIP Server configuration option is set to false.

redirect: Reject applies the following action: redirectCall

Warning: If the value of dn@switch corresponds to the same routing point as the one that is handling the call that is being delivered to the agent, the action will succeed only if the value of the TServer/divert-on-ringing SIP Server configuration option is set to true.

## interaction.reject-route.default-method

**Default Value:** redirect

**Valid Values:** Specify a value from the following list: Redirect, Release.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

**Modified:** 9.0.000.88

Specifies the default operation for a rejected voice call for environments where the mechanism specified by the interaction.reject-route option is not used for routing. This option supports the SIP Server Hunt Groups reject route mechanism. Refer to the SIP Server Deployment Guide. Specify one of the following values:

- redirect - Reject applies the following action: redirectCall
- release - Reject applies the following action: releaseCall. This value must be applied when the value of the TServer/divert-on-ringing SIP Server configuration option is set to false or for calls distributed from a Hunt Group.

## interaction.related.disposition.key-name

**Default Value:** \$Default\$

**Valid Values:** A valid key name or \$Default\$.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies the key that is used to populate the attached data or a user event when a disposition code is submitted from the Related tab to the back-end system, such as T-Server, Interaction Server, or Contact Server. The value \$Default\$ specifies that the value of the interaction.disposition.key-name option is used.

## interaction.related.disposition.value-business-attribute

**Default Value:** \$Default\$

**Valid Values:** A valid Business Attribute name or \$Default\$.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code displayed in the Related tab. The value \$Default\$ specifies that the value of the interaction.disposition.value-business-attribute option is used.

## interaction.voice.anonymous-contact.key-name

**Default Value:** No default value

**Valid Values:** A valid key name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the name of the attached data key that specifies whether contact information is treated as anonymous in the interaction view, case information, and history. If the key value is 1, contact information is masked.

## interaction.web-content

**Default Value:** No default value

**Valid Values:** A comma-separated list of option section names that correspond to web extension views. For example: Extension1, Extension2

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of Web Applications that are configured to be displayed at the Interaction level. Refer to 'Enabling integration of web applications in the agent interface' in the Configuration Guide for information about creating web application objects in the configuration layer. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## interaction.web-content.url-encoding-defense-enabled

**Default Value:** INTERNAL,BACKGROUND,HIDDEN|FORCE

**Valid Values:** A comma-separated list of one or more modes and the optional FORCE modifier in this format: <mode>[|FORCE]. Valid modes: INTERNAL, BACKGROUND, HIDDEN, EXTERNAL.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies the list of modes on which the url encoding defense is applied. If the '<mode>' is not set, the url is unmodified (not encoded). If the '<mode>' is set but no hexadecimal character (%XX, where X is a hexa) is found in the url, the url is encoded. If the '<mode>|FORCE' is set, the url is always encoded. This option can be overridden by a routing strategy as described in the Configuration Guide.

## intercommunication.chat.queue

**Default Value:** No default value

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for Chat. The following attached data are added by

Workspace:IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_Routing

## intercommunication.chat.routing-based-actions

**Default Value:** InitTransfer,OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: InitTransfer,

OneStepTransfer, OneStepConference.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the list of 'routing based' actions that an agent is allowed to perform.

## intercommunication.chat.routing-based-targets

**Default Value:** No default value

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, InteractionQueue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

**Related Options:** [intercommunication.chat.routing-based-actions](#)

Defines the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the [intercommunication.chat.routing-based-actions](#) option. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

## intercommunication.email.queue

**Default Value:** No default value

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for email. The following attached data are added by  
Workspace:IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_Routing

## intercommunication.email.routing-based-actions

**Default Value:** OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: OneStepTransfer.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the list of 'routing based' actions that an agent is allowed to perform.

## intercommunication.email.routing-based-targets

**Default Value:** No default value

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**Valid Values:** A comma-separated list of valid object types from the following list: Agent, InteractionQueue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

**Related Options:** [intercommunication.email.routing-based-actions](#)

Specifies the list of targets that are contacted through the 'routing based' mechanism for the requests that are specified in the [intercommunication.email.routing-based-actions](#) option. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

## intercommunication.voice.consultation-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, ACDQueue, Contact, TypeDestination, Skill, Teams.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of targets enabled in Team Communication for a consultation.

## intercommunication.voice.make-call-caller-id-business-attribute

**Default Value:** No default value

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the name of the Business Attribute that contains the Attribute Values that are used as outbound caller IDs. This option is only applicable for external calls.

## intercommunication.voice.make-call-caller-id-enable-anonymous

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies whether anonymous is enabled on make call with caller id. This option is only applicable for external calls. This functionality can currently only be used in conjunction with the SIP Server TServer/enforce-p-asserted-identity option configured on the outbound PSTN Trunk DN. This must be configured in the environment where the PSTN Provider (Carrier) implements Calling Line



Identification Restriction (CLIR) and allows masking the displayed number (Caller ID) only if privacy SIP headers are correctly constructed and 'anonymous@anonymous.invalid' is specified in the From field.

## intercommunication.voice.make-call-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, ACDQueue, Contact, TypeDestination, Skill, Teams.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of targets enabled in Team Communication for making call.

## intercommunication.voice.routing-based-actions

**Default Value:** MakeCall,OneStepConference,InitConference,OneStepTransfer,InitTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: MakeCall, OneStepTransfer, InitTransfer, InitConference, OneStepConference.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the list of Routing Based Actions that an agent may perform.

## intercommunication.voice.routing-based-targets

**Default Value:** No default value

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, RoutingPoint, ACDQueue, TypeDestination, OutboundRecord, Contact

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the intercommunication.voice.routing-based-actions option. Note: The targets AgentGroup and Skill are always addressed through routing; therefore, they are not affected by this option.

## intercommunication.voice.routing-points

**Default Value:** No default value

**Valid Values:** A comma-separated list of call number names in the following format:

\$dn\_name@switch\$

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the call number that is used by the Routing Base feature. The following attached data are added by Workspace:

IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_RoutingBasedReq

## intercommunication.voice.single-step-conference-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, ACDQueue, Contact, TypeDestination, Skill, Teams.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of targets enabled in Team Communication for a single step conference.

## intercommunication.voice.single-step-transfer-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, ACDQueue, Contact, TypeDestination, Skill, Teams.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of targets enabled in Team Communication for a single step transfer.

## intercommunication.workitem.queue

**Default Value:** No default value

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for Workitem.

The following attached data are added by

Workspace:IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_Routing

## intercommunication.workitem.routing-based-actions

**Default Value:** OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: OneStepTransfer.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the list of 'routing based' actions that an agent is allowed to perform.

## intercommunication.workitem.routing-based-targets

**Default Value:** No default value

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, InteractionQueue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

**Related Options:** [intercommunication.workitem.routing-based-actions](#)

Specifies the list of targets that are contacted through the 'routing based' mechanism for the requests that are specified in the [intercommunication.workitem.routing-based-actions](#) option. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

## intercommunication.<media-type>.queue

**Default Value:** No default value

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for a Workitem. The following attached data are added by Worskpace:

IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_RoutingBasedRequ

## intercommunication.<media-type>.routing-based-actions

**Default Value:** OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: OneStepTransfer.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the list of 'routing based' actions that an agent is allowed to perform.

## intercommunication.<media-type>.routing-based-targets

**Default Value:** No default value

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, InteractionQueue

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

**Related Options:** [intercommunication.<media-type>.routing-based-actions](#)

Specifies the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the `intercommunication.<media-type>.routing-based-actions` option. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

## keyboard.shortcut.interaction.next

**Default Value:** Alt+N

**Valid Values:** The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the combination of keys that can be used as a keyboard shortcut to jump to the next case interaction.

## keyboard.shortcut.interaction.previous

**Default Value:** Alt+B

**Valid Values:** The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the combination of keys that can be used as a keyboard shortcut to jump to the previous case interaction.

## keyboard.shortcut.jump-to-last-error

**Default Value:** Alt+L

**Valid Values:** The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the combination of keys that can be used as a keyboard shortcut to jump the focus to the last error.

## kpi.displayed-kpis

**Default Value:** No default value

**Valid Values:** A comma-separated list of KPI names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that are defining the KPIs.

## login.chat.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether the chat channel is in the Ready state at login. This option also applies to social media channels (Facebook, Twitter, SMS, and WhatsApp) which are handled in the Chat interaction view.

## login.email.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether the email channel is in the Ready state at login.

## login.list-available-locales

**Default Value:** No default value

**Valid Values:** Comma-separated list of valid locale names based on format LanguageCode-CountryCode from the following list: \$All\$, en-US, pt-BR, fr-FR, fr-CA, de-DE, ja, es, ko, it, nl, pl, zh-CN, zh-CHT.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.84, 9.0.000.61, 9.0.000.72, 9.0.000.80

Specifies the language that the agent can select at login time.

Either, set this option empty to prevent the agent from selecting the language or set this option to \$All\$ to get all the languages available, or set this option to a list of languages (possible values are Brazilian (pt-BR), French (fr-FR), French Canadian (fr-CA), German (de-DE), Japanese (ja), Spanish (es), Korean (ko), Italian (it), Dutch (nl), Polish (pl), Simplified Chinese (zh-CN) and Traditional Chinese (zh-CHT)). English is the default language, and is always available.

## login.prompt-place

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

**Related Options:** [login.voice.prompt-dn-less-phone-number](#)

Specifies whether the agent must enter his place in the login window. When this option is set to true, a new page is displayed during the login phase to specify a place. Enabling this option disables [login.voice.prompt-dn-less-phone-number](#).

## login.show-change-account-link

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Show or Hide the change login account link on login error page and second step login page.

## login.store-recent-place

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [login.prompt-place](#)

Specifies whether the most recently used Place is stored. This option is available if the [login.prompt-place](#) option is set to true.

## login.voice.auto-not-ready-reason

**Default Value:** No default value

**Valid Values:** A valid not ready reason.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the NotReady Reason code if the Voice channel is automatically set to NotReady when the agent logs in.

## login.voice.dn-less-phone-number.sample

**Default Value:** No default value

**Valid Values:** A string

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies a sample of a DN-less phone number to be displayed in the second step of the login procedure.

## login.voice.dn-less-phone-number.valid-format

**Default Value:** No default value

**Valid Values:** A string

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the correct format information to be displayed to the agent when the DN less phone number format is not correct.

## login.voice.expression.dn-less-phone-number

**Default Value:** No default value

**Valid Values:** A regular expression

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the valid format for a new phone number. A regular expression can be used to check the DN-less phone number format in the login window.

## login.voice.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the voice channels are in the Ready state at login.

## login.voice.list-available-queues

**Default Value:** No default value

**Valid Values:** Comma-separated list of queues.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the ACD Queues that are displayed in the login window. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If a single queue is specified and the value of the login.voice.prompt-queue no queue information is displayed during login.

## login.voice.nb-dn-less-phone-number-stored

**Default Value:** 1

**Valid Values:** An integer value from 0 through 10.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** `login.voice.prompt-dn-less-phone-number.enable-dynamic-dn`

Specifies the number of phone numbers which are stored for the agent. For this option to apply, the value of `login.voice.prompt-dn-less-phone-number.enable-dynamic-dn` must be true.

0: no phone number is pre-filled in the second login screen.

1: the last entered phone number is displayed in the second login screen.

A number greater than 1 specifies the maximum number of phone numbers that can be displayed in the second login screen.

## login.voice.prompt-dn-less-phone-number

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a new page is displayed during the login phase to show the current phone number assigned to the agent and also permits the agent to update it. This option is specific to SIP Server environment with no Config Server proxy connected to GWS.

## login.voice.prompt-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the agent must enter the ACD Queue for the voice channel in the login window.

## login.workmode

**Default Value:** unknown

**Valid Values:** A value from the following list: unknown, auto-in, manual-in.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the workmode that is applied when the voice DN logs in. To determine whether your switch supports the workmodem refer to the deployment guide of the relevant T-Server.

## login.<media-type>.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether the channel for the specified media-type (open media) is in the Ready state at login.



## main-window.window-title

**Default Value:** \$Window.Title\$

**Valid Values:**

\$Window.Title\$, \$Application.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the title of the browser window or tab. You can specify any string and/or combination of valid field codes up to the maximum width of the browser window title bar or tab. If all field codes are empty, the following field codes are used: \$Window.Title\$.

## ms-teams.graph-api.app-client-id

**Default Value:** ""

**Valid Values:** A valid Azure Application Client ID for the Workspace Web Edition application registered in the Azure Active Directory.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.94

Application client ID for Graph API.

## ms-teams.graph-api.app-tenant-id

**Default Value:** common

**Valid Values:** A valid Azure Application Tenant ID for the Workspace Web Edition application registered in the Azure Active Directory.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.94

Specifies the tenant application ID for Graph API.

## ms-teams.phone-number-collection-attribute

**Default Value:** businessPhones

**Valid Values:** A valid string representing the attribute name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.94

Specifies the name of the Microsoft Teams user profile attributes, retrieved through GraphAPI, that specify the user's phone number.

## my-team-workbins.agent-page-size

**Default Value:** 10

**Valid Values:** An integer from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the value for the number of agents per page in My Team Workbins sub-tree of My Workbins view.

## openmedia.workitem-channels

**Default Value:** No default value

**Valid Values:** A comma-separated list of valid Media Types.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of Workitem channels an agent may use.

## outbound.agent-preview-mode

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies if Workspace sends PreviewDialingModeStart and PreviewDialingModeStop events to OCS for every campaign running in Preview mode.

## outbound.call-result-automatically-selected

**Default Value:** No default value

**Valid Values:** Any available call result value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [outbound.call-result-values](#)

Specifies the call result to be selected by default for outbound records. The specified call result must be defined by the values that are specified for the [outbound.call-result-values](#) option. If set to an empty value, the current call result of the outbound record is selected, or unknown is selected if there is no current value.

## outbound.call-result-is-mandatory

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether it is mandatory for an agent to select a call result other than 'Unknown' before marking the interaction as done.

## outbound.call-result-values

**Default Value:** Answered,AnsweringMachine,Busy,NoAnswer,WrongNumber

**Valid Values:** Select at least one item from the list.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of call results that are available for the agent to use for an outbound interaction. The call results are displayed in the order in which they appear in the list.

## outbound-callback.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the outbound callback ringing sound configuration string of a scheduled callback pushed to the agent as a preview. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
- 0: play the whole sound once,
- an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
- 4. The volume from 0 to 100 (100 is the default).

## outbound.callback-types

**Default Value:** Personal,Campaign

**Valid Values:** Personal,Campaign

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies the list of callback types (Personal,Campaign) from which an agent can select when rescheduling an outbound record. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## outbound.direct-push-preview.no-record-timeout

**Default Value:** 10

**Valid Values:** A integer from 10 through 60

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the duration, in seconds, for which Workspace, after having sent a Preview Mode Start request, waits for OCS to send a Direct Push Preview record before displaying a toast to the agent informing them that there are no more records in the current campaign.

## outbound.direct-push-preview-toast.timeout

**Default Value:** 20

**Valid Values:** A integer from 5 through 60

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the time duration in seconds for which Workspace waits for the agent to accept/reject a toast for a Direct Push Preview interaction before automatically removing the toast and rejecting the record and telling OCS to send a new one.

## outbound.dispositions-allowing-treatment-on-reschedule

**Default Value:** No default value

**Valid Values:** Comma separated list of valid disposition codes

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** outbound-treatment-mode

Specifies the list of disposition codes that, if at least one is selected by an agent when handling and Outbound call, causes the treatment specified by the [outbound-treatment-mode](#) option to be sent to OCS when the interaction is marked Done after it is rescheduled. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## outbound.negotiate-logout-on-exit

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies whether negotiated logout with Outbound Server is enabled for Outbound campaigns. In negotiated logout, agents cannot log out of Workspace if they are the target of an outbound record or have an unclosed record. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## outbound.preview.max-simultaneous-preview-record

**Default Value:** -1

**Valid Values:** An integer.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the maximum number of simultaneous Outbound Preview records an agent can view in the interaction window. A 0 or a negative value indicates no limit.

## outbound.push-preview-mode

**Default Value:** regular  
**Valid Values:** regular or direct  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.68

Specifies whether Outbound Push Preview campaigns are running in regular or direct mode. In direct mode, OCS communicates directly with Workspace instead of utilizing Interaction Server to handle interactions. This means that there is no automatic agent state control.

## outbound.timed-preview-auto-dial

**Default Value:** -1  
**Valid Values:** Any integer greater than or equal to -1  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.49

Specifies whether agents in Preview, Push preview, and Reschedule preview campaigns can manually dial a record, have the call auto-dialed as soon as the record is accepted, or have the call auto-dialed after a specified number of seconds. If set to 0, the interaction is dialed as soon as it is accepted. A value of -1 disables automatic dialing. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## outbound.treatment-mode

**Default Value:** No default value  
**Valid Values:** personal, campaign  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If not set or set to 'none', no treatment is applied for the outbound record. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## permissions.agent-group.exclude

**Default Value:** No default value  
**Valid Values:** Comma-separated list of Agent Groups; empty means no exclusion.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.74

**Related Options:** `permissions.agent-group.restrict`

Specifies the list of agent groups to be excluded from searches and statistics. Virtual agent groups are not supported. This option is overridden by the `permissions.agent-group.restrict` option.

## permissions.agent-group.restrict

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no filtering.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

**Related Options:** `permissions.agent-group.exclude`

Specifies the list of agent groups that are returned for searches and statistics. Overrides the `permissions.agent-group.exclude` option. Virtual agent groups are not supported.

## presence.evaluate-presence

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88,9.0.000.68

Specifies whether the presence (availability) of agents, agent groups, Routing Points and Queues (when configured) is shown in Team Communicator in the search results.

## privilege.active-recording.can-monitor-recording

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the call monitoring indicator is displayed to agents when their calls are being recorded. The Call Recording functionality (for VoIP/SIP enabled agents only) enables you to record the current voice interaction with a contact or an internal target.

## privilege.active-recording.can-pause

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to pause the Active Recording.

## privilege.active-recording.can-resume

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to resume the Active Recording.

## privilege.active-recording.can-start

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to start the Active Recording.

## privilege.active-recording.can-stop

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to stop the Active Recording.

## privilege.active-recording.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to use the Active Recording functionality.

## privilege.agent-assist.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Enables agents to view the **Agent Assist** tab in the Case Side View and Voice transcripts in voice interaction sub view.

## privilege.callback.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95

Enables an agent to create callback interactions and displays the **Schedule a Callback** button in the interaction toolbar.

## privilege.chat.can-click-to-dial

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68  
**Related Options:** [expression.identify.phone-number](#)

Enables the agent to use the Click to Dial feature in chat based on the [expression.identify.phone-number](#) option to detect phone numbers.

## privilege.chat.can-click-to-email

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68  
**Related Options:** [expression.identify.email-address](#)

Enables the agent to use the Click to Email feature in chat based on the [expression.identify.email-address](#) option to detect email addresses.

## privilege.chat.can-consult

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.39

Enables the agent to use the Chat consultation feature.

## privilege.chat.can-decline

**Default Value:** true  
**Valid Values:** true, false.



**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent to decline incoming chat interactions.

## privilege.chat.can-one-step-conference

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent to use the instant chat conference feature.

## privilege.chat.can-one-step-transfer

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent to use the instant chat transfer feature.

## privilege.chat.can-place-on-hold-async

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent to put on hold an async chat.

## privilege.chat.can-push-url

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent to push URL's to customers during chat sessions.

## privilege.chat.can-release

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to manually end chat conversations.

## privilege.chat.can-release-consultation

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to manually end chat consultations.

## privilege.chat.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to set the disposition code on chat interactions.

## privilege.chat.can-two-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables chat conference in two steps, started by a chat consultation.

## privilege.chat.can-two-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables chat transfer in two steps, started by a chat consultation.

## privilege.chat.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to use the Chat channel.

## privilege.chat.can-use-emoji-picker

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to use an emoji picker.

## privilege.chat.show-monitoring.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to be informed that the current chat interaction is monitored by a supervisor.

## privilege.contact.can-advanced-search-all-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to do advanced searches of all interactions.

## privilege.contact.can-advanced-search-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to do advanced searches within the Contact History view.

## privilege.contact.can-advanced-search-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to do advanced searches within My History.

## privilege.contact.can-create-contact

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to create contacts.

## privilege.contact.can-delete-contact

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to delete contacts from the contact database.

## privilege.contact.can-delete-related-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Enables an agent to delete single and multiple related interactions from the Related tab in the interaction view

## privilege.contact.can-filter-all-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to filter interactions in the Interaction Search view.

## privilege.contact.can-filter-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to filter interactions in the Contact History view.

## privilege.contact.can-filter-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to filter interactions within the My history view.

## privilege.contact.can-inline-forward.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to forward email interactions from the Interaction History that are marked as Done.

## privilege.contact.can-mark-done.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to mark done in-progress email interactions from the interaction history. Depends on 'Contact - Can Use'.

## privilege.contact.can-mark-done-related-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Enables an agent to use the Related tab in the interaction view to mark as Done single and multiple related interactions and apply the same disposition code to each.

## privilege.contact.can-mark-done.<media-type>.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to mark done in-progress interactions of the corresponding media-type from history. Depends on 'Contact - Can Use'.

## privilege.contact.can-open.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to open in-progress email interactions from the interaction history. Depends on 'Contact - Can Use'.

## privilege.contact.can-open.from-other-personal-workbins

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Dependencies:** [Documentation:Options:HTCC:GWS-interaction-workspace](#),  
[Documentation:Options:HTCC:GWS-interaction-workspace](#), [Documentation:Options:HTCC:GWS-interaction-workspace](#)

**Introduced:** 9.0.000.74

**Modified:** 9.0.000.76

From the History, enables agents to open interactions that are in the In-Progress state and are in the Workbin of another agent.

## privilege.contact.can-open.from-queue

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Dependencies:** [privilege.contact.can-use](#), [privilege.contact.can-open.<media-type>.from-history](#),  
[privilege.contact.can-use-interaction-workflow-state](#)

**Introduced:** 9.0.000.74

From the History, enables agents to open interactions that are in the In-Progress state and are in a queue.

## privilege.contact.can-open.from-queue

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Dependencies:** [privilege.contact.can-use](#), [privilege.contact.can-open.<media-type>.from-history](#),  
[privilege.contact.can-use-interaction-workflow-state](#)

**Introduced:** 9.0.000.74

From the History, enables agents to open interactions that are in the In-Progress state and are in a queue.

## privilege.contact.can-open.<media-type>.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to open in-progress workitems of the corresponding media-type from history. Depends on 'Contact - Can Use'.

## privilege.contact.can-open.<media-type>.from-universal-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

Enables agents to open in-progress emails and workitems of the corresponding media type from the Universal Queue. Depends on 'Contact - Can Use', 'Contact - Can Open from History' and 'Contact - Can use interaction workflow state'.

## privilege.contact.can-re-open.<media-type>.from-universal-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

Enables agents to re-open completed emails and workitems of the corresponding media type from the Universal Queue. Depends on 'Contact - Can Use' and 'Contact - Can use interaction workflow state'.

## privilege.contact.can-resend.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables agents to re-send an email from the interaction history. Depends on 'Contact - Can Use'.

## privilege.contact.can-search-all-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to search among all interactions.

## privilege.contact.can-search-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to search for interactions in the Contact History view.

## privilege.contact.can-search-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to search for interactions in the My History view.

## privilege.contact.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Contact features.

## privilege.contact.can-use-assign-contact

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to assign a contact to an interaction.



## privilege.contact.can-use-contact-directory

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to view and search the Contact Directory.

## privilege.contact.can-use-contact-history

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to access the Contact History view.

## privilege.contact.can-use-contact-history-case-data

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the case information of interactions in the Contact History view.

## privilege.contact.can-use-contact-history-detail

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the detail of interactions in the Contact History view.

## privilege.contact.can-use-contact-history-notepad

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see notes about interactions in the Contact History view.

## privilege.contact.can-use-contact-information

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to view and manage contact information.

## privilege.contact.can-use-contact-myhistory

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to access their own history of interactions with contacts.

## privilege.contact.can-use-conversations

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agent to toggle the interaction display format from flat view to the threaded conversations view.

## privilege.contact.can-use-interaction-notepad

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to display and edit the interaction notepad while handling an interaction.

## privilege.contact.can-use-interaction-workflow-state

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Dependencies:** privilege.contact.can-use

**Introduced:** 9.0.000.74

When viewing digital interactions in the Contact History view, agents can see the exact status of an interaction while it is being processed.

## privilege.contact.can-use-related-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Enables an agent to access the **Related** tab in the **Case Side View**. The **Related** tab contains interactions in the same thread (conversations) as the current interaction. This option can be overridden by a routing strategy as described in the Configuration Guide.

## privilege.contact.can-use-save-contact

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to commit (save) modifications to contact information.

## privilege.email.can-add-attachment

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to add attached files to outgoing emails.

## privilege.email.can-click-to-dial

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.90

**Related Options:** [expression.identify.phone-number](#)

Enables the agent to use the Click to Dial feature in email based on the [expression.identify.phone-number](#) option to detect phone numbers.

## privilege.email.can-decline

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to decline incoming email interactions. Depends on 'Email - Can Use Email Channel'.

## privilege.email.can-delete

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to delete outgoing email interactions.

## privilege.email.can-delete-attachment-from-inbound

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Enables agents to delete attachments from an inbound email interaction.

## privilege.email.can-inline-forward

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to forward an email in a new email interaction. The forwarded email appears inline in the new email.

## privilege.email.can-insert-link

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agents to insert links in outgoing email interactions.

## privilege.email.can-interim-send

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.39

Enables an agent to send interim outgoing email interactions.

## privilege.email.can-mark-done

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent to mark done an interaction without further processing.

## privilege.email.can-move-to-workbin

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to move email interactions to workbins.

## privilege.email.can-one-step-transfer

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to one-step transfer email interactions.

## privilege.email.can-print

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.50

Enables agents to print email interactions from the My history and My Workbin views, and from the Contact History tabs of the Contact Directory, Interaction Search, and Interaction Detail views.

## privilege.email.can-reply

**Default Value:** true  
**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to reply to inbound email interactions.

## privilege.email.can-reply-all

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to reply to all parties included in the distribution of inbound email interactions.

## privilege.email.can-save

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to save in-progress outgoing email interactions.

## privilege.email.can-send

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to send outgoing email interactions.

## privilege.email.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the agent is use the Email channel.

## privilege.email.embedded-images.can-add

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Related Options:** [privilege.email.embedded-images.can-use](#)

Enables agents to add embedded images in outgoing email interactions. Depends on the [privilege.email.embedded-images.can-use](#) option.

## privilege.email.embedded-images.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Enables agents to view embedded images in email interactions.

## privilege.interaction-management.can-move-to-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables supervisors to move interactions to a queue.

## privilege.interaction-management.can-move-to-workbin

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables supervisors to move interactions to a workbin.

## privilege.interaction-management.can-search-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Enables agents to search for interactions in interaction queues content.

## privilege.interaction-management.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables supervisors to access the Interaction Management feature.

## privilege.interaction-management.case-data.can-edit

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables supervisors to edit case data for interactions directly from Workbins and Interaction Queues without pulling the interactions first.

## privilege.monitor-dashboard.can-use

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68

Enables the Contact Center Statistics dashboard tab.

## privilege.ms-teams.can-use

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.94

Enables the agent to make internal calls, transfers, conferences, and consultations with Microsoft Teams users in your organization.

## privilege.my-team-workbins.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables access to My Team Workbins.



## privilege.myagents.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Enables supervisors to access the My Agents view, where they can view and update the state for agents in the groups they supervise. Supervisors can also remotely log off agents from media channels in this view.

## privilege.mychannels.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to access the My Channels tab.

## privilege.mychannels.pending-state.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the pending state to be displayed in the My Channels view while the agent is engaged in a call, chat, or email interaction. When the value of this option is set to true, if an agent sets his or her status to Not Ready or Not Ready Reason while he or she is still handling an interaction, the timer for that state will not start until the call is released, the chat is ended, or the email is sent or put into a workbin.

## privilege.outbound.can-cancel-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to cancel a preview record. If an agent cancels a preview record, it is not processed again during the current campaign.

## privilege.outbound.can-dial-alternative-chained-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to dial a number from the preview record chain that is different than the number selected by the system.

## privilege.outbound.can-dial-on-new-number

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.68

Enables agents to dial an outbound contact on a new number, resulting in a new record added to the chain. Depends on 'Outbound - Can Use' and 'Can Dial Alternative Chained Record'.

## privilege.outbound.can-get-next-preview-record

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to request a new preview record while processing of the previous preview record terminates.

## privilege.outbound.can-mark-do-not-call

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to mark a contact as Do Not Call.

## privilege.outbound.can-reject-record

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to decline a preview record. If an agent declines a preview record, it can be processed by another agent in the campaign.

## privilege.outbound.can-reschedule

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [privilege.outbound.can-reschedule-before-call](#)

Enables an agent to reschedule an outbound record for an active call. Use the [privilege.outbound.can-reschedule-before-call](#) privilege to allow rescheduling before the call is dialed.

## privilege.outbound.can-reschedule-before-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reschedule an outbound record before calling the contact.

## privilege.outbound.can-reschedule-on-new-number

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reschedule an outbound record on a new number (which adds a new record to the chain).

## privilege.outbound.can-set-call-result

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to set a call result to the outbound record.

## privilege.outbound.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Outbound Campaign functions.

## privilege.outbound.direct-push-preview.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Discontinued:** 9.0.000.68

Enables access to the Direct Push Preview Outbound Campaign functions.

## privilege.outbound.push-preview.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Enables access to the Push Preview Outbound Campaign functions.

## privilege.outbound.record-information.can-update

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

**Related Options:** [privilege.outbound.record-information.can-view](#)

Enables agents to edit or update fields in the Record Information area of an Outbound Record that are configured as editable. If this privilege is present, then the value of the [privilege.outbound.record-information.can-view](#) privilege is implicitly considered to be set to true.

## privilege.outbound.record-information.can-view

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agents to view the Record Information area in an Outbound Record.

## privilege.performance-tracker.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables access to the Performance Tracker.

## privilege.screen-recording.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables the usage of Screen Recording Client.

## privilege.security.can-change-password

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.72

Enables an agent to change their own password by using a menu action.

## privilege.sipendpoint.can-change-microphone-volume

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to change the volume of the microphone.

## privilege.sipendpoint.can-change-speaker-volume

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to change the volume of the speaker.

## privilege.sipendpoint.can-mute-microphone

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to mute and unmute the microphone. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

## privilege.sipendpoint.can-mute-speaker

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to mute and unmute the speaker. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

## privilege.sipendpoint.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

**Related Options:** [login.prompt-place](#)

Enables the usage of Genesys Softphone. Depends on 'Voice - Can Use Voice Channel'.

## privilege.SRL.can-quick-search

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to perform a Quick Search of the Standard Response Library.

## privilege.SRL.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Standard Response Library functions.

## privilege.standard-response.favorites.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables agents to use favorites for Standard Responses.

## privilege.standard-response.shortcuts.can-filter

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables agents to filter Standard Responses in the Standard Responses tree view to show only those with shortcuts.

## privilege.standard-response.shortcuts.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables agents to use shortcuts to insert Standard Responses.

## privilege.standard-response.suggested-response.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables an agent to use suggested responses in the **Responses** view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## privilege.teamcommunicator.can-manage-favorites

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to add, edit, and remove personal favorites in Team Communicator.

## privilege.teamcommunicator.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Team Communicator.

## privilege.teamcommunicator.can-view-all

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to search within all internal targets and contacts in Team Communicator.

## privilege.teamcommunicator.can-view-favorites

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to view favorites in Team Communicator.

## privilege.teamcommunicator.can-view-recent-calls

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to view recently contacted resources in Team Communicator.

## privilege.teamcommunicator.display-agent-groups-availability

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to view the number of agents in the Ready state in agent groups in Team Communicator. Depends on 'Team Communicator - Can Use' and 'Team Communicator - Can View'



Favorites'.

## privilege.teamlead.can-coach-chat

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to coach chat interactions.

## privilege.teamlead.can-coach-current-voice

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to coach the current voice interaction.

## privilege.teamlead.can-coach-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to coach voice interactions.

## privilege.teamlead.can-coach-<media-type>

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to coach generic chat interactions.

## privilege.teamlead.can-monitor-chat

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor chat interactions.

## privilege.teamlead.can-monitor-current-voice

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor the current voice interaction.

## privilege.teamlead.can-monitor-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor voice interactions.

## privilege.teamlead.can-monitor-<media-type>

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor generic chat interactions.

## privilege.teamlead.can-stop-monitoring-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to stop monitoring chat interactions.

## privilege.teamlead.can-stop-monitoring-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to stop monitoring voice interactions.

## privilege.teamlead.can-switch-to-barge-in-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to switch to barge-in mode for monitored chat interactions.

## privilege.teamlead.can-switch-to-barge-in-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to switch to barge-in mode for monitored voice interactions.

## privilege.teamlead.can-switch-to-coach-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to switch to coach mode for monitored chat interactions.

## privilege.teamlead.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to use the agent call and chat monitoring functionality.

## privilege.voice.alert-prevent-recording.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agents to be alerted if the current call is not being recorded.

## privilege.voice.can-answer-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to manually answer an incoming voice call. Setting this option to false hides the Accept button in the Interaction notification pop-up.

## privilege.voice.can-extend-after-call-work

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to extend the After Call Work state.

## privilege.voice.can-forward

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to forward voice calls.

## privilege.voice.can-hold-retrieve-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables and agent to hold or retrieve a voice call.

## privilege.voice.can-make-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to make a new voice call from any area enabling voice calls.

## privilege.voice.can-one-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables instant conferencing of a voice call.

## privilege.voice.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables instant conferencing of a voice call.

## privilege.voice.can-reject-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reject an incoming voice call.

## privilege.voice.can-release-a-held-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to manually end voice calls in held state.

## privilege.voice.can-release-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to manually end voice calls.

## privilege.voice.can-send-dtmf

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to send DTMF during a voice call by using the on screen number keypad.

## privilege.voice.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to set the disposition code on voice interactions.

## privilege.voice.can-show-hold-duration

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the amount of time that a voice call has been on hold.

## privilege.voice.can-show-post-call-duration

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the post call duration in the tooltip and in the interaction bar of a voice call.

## privilege.voice.can-two-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables two-step conference for voice calls.

## privilege.voice.can-two-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables two-step transfer of a voice call.

## privilege.voice.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to use the Voice channel.

## privilege.voice.consultation.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for consultations.

## privilege.voice-history.can-click-to-dial

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Enables an agent to use the Click-to-dial feature to dial a voice call from the Details tab of the history of a voice interaction in any History view.

## privilege.voice-history.can-click-to-search

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Enables an agent to use Click-to-search to open the Contact Directory by clicking a Contact name in the Details tab of the My History or Interaction Search views.

## privilege.voice.make-call.can-use-caller-id

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for making calls.

## privilege.voice.show-monitoring.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to be notified that the current call is monitored by a supervisor.

## privilege.voice.single-step-conference.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for single-step conferences.

## privilege.voice.single-step-transfer.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for single-step transfers.

## privilege.voicemail.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.80

Enables agents to use the voicemail functionality. This privilege is required to control and monitor voicemail boxes.



## privilege.voicemail.can-use-empty-shared-mailbox

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.80

Enables agents to dial both their personal and group voice mailboxes whether they have a message waiting or not.

## privilege.workbin.can-search-interactions

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.39

Enables agents to search for interactions in workbins content.

## privilege.workbin.can-search-my-workbins-trees

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.88

Enables agents to search for workbins in the navigation tree of the My Workbins View.

## privilege.workbins.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to access My Team Workbins.

## privilege.workitem-channels.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Related Options:** [openmedia.workitem-channels](#)

Enables agents to use all WorkItem channels configured in the [openmedia.workitem-channels](#) option.

## privilege.<media-type>.can-decline

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to decline incoming workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

## privilege.<media-type>.can-mark-done

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to mark done an interaction without further processing.

## privilege.<media-type>.can-move-to-workbin

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to move an interaction to the workbin. Depends on 'Workitem - Can Use Workitem Channel'.

## privilege.<media-type>.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use instant workitem transfer. Depends on 'Workitem - Can Use Workitem Channel'.

## privilege.<media-type>.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to set the disposition code of workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

## reporting.case.report-case-in-focus-duration

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the time that an interaction has been in the focus of the agent during its handling is reported to T-Server or Interaction Server at the end of its processing by the agent. When it is enabled, this notification allows Genesys Interaction Concentrator and Genesys Info Mart to calculate some focus time metrics.

## screen-recording.client.address

**Default Value:** 127.0.0.1

**Valid Values:** String corresponding to the Screen Recording Client ip address or host name

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the IP address or host name on which Screen Recording Client listens for credentials.

## screen-recording.client.port

**Default Value:** 443

**Valid Values:** String corresponding to the Screen Recording Client port number

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the port on which Screen Recording Client listens for credentials.

## screen-recording.client.secure-connection

**Default Value:** true

**Valid Values:** True or false, specifying if secure connection will be used

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a secure connection is used for communication with Screen Recording Client

## screen-recording.client.server-url

**Default Value:** No default value

**Valid Values:** Valid URL

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.49

Defines the address of the RWS server to be used for communication by Screen Recording Client. The field code `$GWS_URL$` is supported allowing to specify the usage of the same origin as WWE UI. If the option is empty, the WWE UI origin is used. A list of RWS/WWE UI pairs can be defined based on the pattern: `<rws_origin_url>(<wwe_origin_url>)`. This list could be based on a single pair. In case of none matching, the default behavior is used.

## security.inactivity-alert-dialog-before-timeout

**Default Value:** 30

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [security.inactivity-timeout](#)

Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout. The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of [security.inactivity-timeout](#).

## security.inactivity-timeout

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the amount of time, in minutes, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out. If the agent has been inactive longer than the number of minutes that are specified by this inactivity timeout, the agent session is ended. A value of 0 disables this inactivity timeout.

## security.login.inactivity-alert-dialog-before-timeout

**Default Value:** 20

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Related Options:** [security.login.inactivity-timeout](#)

Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout for the second step of the login (place selection, queue selection, language selection, etc.). The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of [security.login.inactivity-timeout](#).

## security.login.inactivity-timeout

**Default Value:** 60

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the amount of time, in seconds, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out for the second step of the login (place selection, queue selection, language selection, etc.). If the agent has been inactive longer than the number of seconds that are specified by this inactivity timeout, the agent session is ended. A value of 0 disables this inactivity timeout.

## security.web-content.sandbox-rights.default-authorizations

**Default Value:** ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW-POPUPS,ALLOW-SAME-ORIGIN

**Valid Values:** Comma-separated list of default sandbox rights authorization that are set up for the embedded Web Application in INTERNAL, BACKGROUND or HIDDEN mode (based on iframes) in order to unlock some security restrictions : ALLOW-SCRIPTS, ALLOW-FORMS, ALLOW-POPUPS, ALLOW-SAME-ORIGIN, ALLOW-DOWNLOADS, ALLOW-PRESENTATION, ALLOW-POINTER-LOCK

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.76

Specifies the default sandbox rights authorization options that are set up to embedded Web Application in INTERNAL, BACKGROUND or HIDDEN mode (based on iframes), in order to remove restrictions and enable features.

## service-client-api.accepted-web-content-origins

**Default Value:** No default value

**Valid Values:** A comma-separated value list of URL or '\*'

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of granted origins and allowed APIs that are used in the web extension views. You can filter requested API with the following self-explanatory keywords:

- 'agent.get'
- 'agent.getStateList'
- 'agent.setState'
- 'agent.getState'
- 'interaction.getInteractions'
- 'interaction.getByInteractionId'
- 'interaction.getByBundleId'

- 'interaction.getByCaseId'
- 'interaction.setUserData'
- 'interaction.deleteUserData'
- 'system.closeToast'
- 'system.popupToast'
- 'system.updateToast'
- 'voice.dial'
- 'voice.startCallRecording'
- 'voice.stopCallRecording'
- 'voice.pauseCallRecording'
- 'voice.resumeCallRecording'

- 'email.create'.

For example, the value for of this option could now be: <http://my-web-server0>, <http://my-web-server1>, <http://my-web-server2> (agent.\*, voice.dial), <http://my-web-server3> (agent.\*, interaction.\*).

In this example, all requests are allowed for the <http://my-web-server0> and <http://my-web-server1> domains. For the <http://my-web-server2> domain, only the following requests are allowed: 'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'voice.dial'. For the <http://my-web-server3> domain, only the following requests are allowed:

- 'agent.get'
- 'agent.getStateList'
- 'agent.setState'
- 'agent.getState'
- 'interaction.getInteractions'
- 'interaction.getByInteractionId'
- 'interaction.getByBundleId'
- 'interaction.getByCaseId'
- 'interaction.setUserData'
- 'interaction.deleteUserData'.

In addition to filtering by origin, you can filter by API with a wildcard in parentheses after the allowed origin. This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.block-markdone-timeout

**Default Value:** 1000

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the duration, in milliseconds, of the timeout started by the 'interaction.blockMarkdone()' service. If this option is set, when an agent marks an interaction as Done, the Mark Done operation is

delayed until the specified timeout has elapsed. During this interval, Mark Done can be blocked by using the serviceClientAPI 'blockMarkdone' operation. If Mark Done is blocked by 'serviceClientAPI', the Mark Done operation is cancelled. If the Mark Done is not blocked, the Mark Done operation occurs after the specified duration has elapsed. If Mark Done has been blocked by the 'blockMarkDone' operation from the 'serviceClientAPI', it can be unblocked by using the 'unblockMarkDone' operation from the 'serviceClientAPI'.

## service-client-api.option.read-allowed-web-content-origin

**Default Value:** No default value

**Valid Values:** A comma-separated value list of URL or '\*', with patterns for example: 'http://my-web-server-1,http://my-web-server-2(\*),http://my-web-server-3(voice.\*)' or '\*'.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the list of granted origins and read allowed options that are used in the web extension views. You can filter access to provisioning with the following self-explanatory keywords:

- 'voice.\*'
- 'sipendpoint.\*'
- '...'

For example, the value of this option could now be: [http://my-web-server0](#), [http://my-web-server1 \(\\*\)](#), [http://my-web-server2 \(voice.\\*, system.\\*\)](#), [http://my-web-server3 \(sipendpoint.\\*, CustomSection/\\*\)](#).

In this example, all requests are allowed for the [http://my-web-server0](#) and [http://my-web-server1](#) domains. For the [http://my-web-server2](#) domain, only the following access to provisioning are allowed: 'voice.\*', 'system.\*'. For the [http://my-web-server3](#) domain, only the following access to provisioning are allowed:

- 'sipendpoint.\*'
- 'CustomSection/\*'

This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.rate-limit

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0. 0 for unlimited rate.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the limit for the maximum number of requests per minute on the Service Client API. This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.rate-limit-quarantine-delay

**Default Value:** 30

**Valid Values:** An integer value greater than or equal to 0. 0 for infinite quarantine delay.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the quarantine delay, in seconds, during which requests are ignored once the rate limit is reached. This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.rate-limit.<service-name>

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0. 0 for unlimited rate.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the limit for the maximum number of requests per minute on a specific API request on the Service Client API. The <service-name> can be one of the following:

- agent.get
- agent.getStateList
- agent.setState
- agent.getState
- interaction.getInteractions
- interaction.getByInteractionId
- interaction.deleteUserData
- interaction.setUserData
- media.getMediaList
- media.setState
- system.closeToast
- system.popupToast
- system.updateToast
- voice.dial
- voice.startCallRecording
- voice.stopCallRecording
- voice.pauseCallRecording
- voice.resumeCallRecording
- email.create

This option cannot be overridden, it must be set in the WSA Cluster Application.

## service-client-api.toast.width

**Default Value:** 400

**Valid Values:** An integer value greater than or equal to 140.



**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.88

Specifies a custom toast width in pixel for the API system.popupToast()

## service-client-api.user-data.read-allowed

**Default Value:** \*

**Valid Values:** A comma-separated value list of user data key to allow, or '\*' to allow every keys, for example: Key1,Key2,Key3

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of keys that can be read in the user data. This applies to the userData property of the Interaction object returned by a function or an event.

## service-client-api.user-data.write-allowed

**Default Value:** \*

**Valid Values:** A comma-separated value list of user data key to allow, or '\*' to allow every keys, for example: Key1,Key2,Key3

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of keys that the [interaction.setUserData\(\)](#) and [interaction.deleteUserData\(\)](#) functions can write to in the user data.

## side-bar.web-content.url-encoding-defense-enabled

**Default Value:** No default value

**Valid Values:** A comma-separated list of one or more modes and the optional FORCE modifier in this format: <mode>[|FORCE]. Valid modes: INTERNAL, BACKGROUND, HIDDEN, EXTERNAL.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies the list of modes on which the url encoding defense is applied. If the '<mode>' is not set, the url is unmodified (not encoded). If the '<mode>' is set but no hexadecimal character (%XX, where X is a hexa) is found in the url, the url is encoded. If the '<mode>|FORCE' is set, the url is always encoded.

## sipendpoint.disconnected.max-attempts-to-set-not-ready

**Default Value:** 1

**Valid Values:** A valid integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies the maximum number of failed pings with SIP Endpoint before the voice channel state is

changed to NotReady (with an eventual reason code specified by option 'sipendpoint.disconnected.not-ready-reason').

## sipendpoint.disconnected.not-ready-reason

**Default Value:** No default value.

**Valid Values:** A valid Not Ready reason.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

**Related Options:** sipendpoint.disconnected.max-attempts-to-set-not-ready

Specifies the Not Ready reason that is to be set for the SIP DN when the SIP Endpoint is considered as disconnected.

## sipendpoint.enable-auto-mute

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies whether mute and unmute are done automatically when agent sets speaker or microphone volume to 0.

## sipendpoint.headset-unplugged.not-ready-reason

**Default Value:** No default value

**Valid Values:** A valid not ready reason

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** sipendpoint.headset-unplugged-set-not-ready

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged if the value of the sipendpoint.headset-unplugged-set-not-ready option is set to true.

## sipendpoint.headset-unplugged-set-not-ready

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

## sipendpoint.max-failed-ping

**Default Value:** 5

**Valid Values:** A valid integer

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number of failed pings allowed on Genesys Softphone.

## sipendpoint.ping-interval

**Default Value:** 2000

**Valid Values:** A valid integer

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the interval, in milliseconds, between each ping of the Genesys Softphone.

## sipendpoint.register-interval

**Default Value:** 1500

**Valid Values:** A valid integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.76

**Related Options:** [sipendpoint.register-max-attempts](#)

Specifies the interval, in milliseconds, that Workspace waits between each check for the successful registration to Genesys Softphone. The number of attempted checks is specified by the [sipendpoint.register-max-attempts](#) option.

## sipendpoint.register-max-attempts

**Default Value:** 10

**Valid Values:** A valid integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.76

Specifies the number of checks after a registration request is made that Workspace makes while waiting for Genesys Softphone to become active.

## sipendpoint.sip-server-address

**Default Value:** No default value

**Valid Values:** A correct URI. In case of DNS SRV: <FQDN>; in case of A-Record: <FQDN>:<port>; for IP Address: <IP>:<port>.

**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.93

Specifies the FQDN, hostname, or IP Address of the SIP Entity (Session Border Controller, SIP Proxy, SIP Server) where the SIP REGISTER request will be sent by Genesys Softphone. In a Business Continuity environment designed for dual SIP registration, this corresponds to the preferred site registration (Tip: To set the Domain\Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of this option to the FQDN of your domain instead of just the IP Address).

## sipendpoint.sip-server-address.peer

**Default Value:** No default value  
**Valid Values:** A correct URI. In case of DNS SRV: <FQDN>; in case of A-Record: <FQDN>:<port>; for IP Address: <IP>:<port>.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.93

In a Business Continuity environment designed for dual SIP registration, specifies the FQDN, hostname, or IP Address of the SIP Entity (Session Border Controller, SIP Proxy, SIP Server) corresponding to the secondary SIP destination where the SIP REGISTER request will be sent by Genesys Softphone (Tip: To set the Domain\Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of this option to the FQDN of your domain instead of just the IP Address).

## sipendpoint.transport-protocol

**Default Value:** UDP  
**Valid Values:** Select a value from the following list: UDP, TCP, TLS, HTTP, HTTPS.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies whether UDP, TCP, TLS, HTTP, or HTTPS is used for the SIP transport protocol.

## sipendpoint.uri

**Default Value:** No default value  
**Valid Values:** A correct uri  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the URI of the SIP endpoint used in connector mode. For example: https://localhost:8000. See the [Genesys Softphone Deployment Guide](#) for information about setting this value for Genesys Softphone.

## sipendpoint.uri

**Default Value:** No default value

**Valid Values:** A correct uri

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the URI of the SIP endpoint used in connector mode. For example: https://localhost:8000. See the [Genesys Softphone Deployment Guide](#) for information about setting this value for Genesys Softphone.

## sipendpoint.wait-user-max-attempts

**Default Value:** 20

**Valid Values:** A valid integer

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number of failed waiting user-actions that are allowed before timeout.

## standard-response.categories

**Default Value:** \$All\$

**Valid Values:** A comma-separated value list of category names or full path category starting at the root category. \$All\$ to display Standard Responses from all categories.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of categories used to filter Standard Responses. Agents see only those Standard Responses that are part of the sub-tree of categories set in the value for this option.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## standard-response.field.Agent.<CustomFieldCode>

**Default Value:** No default value

**Valid Values:** Any valid text string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.50

**Modified:** 9.0.000.65

In the name of the option, CustomFieldCode represents a field code that is called in a Standard Response object created in eServices Manager and stored in Universal Contact Server. Use this option to specify a custom field code such as an agent nickname, role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format CustomFieldCode to represent a custom agent attribute. Example: standard-response.field.Agent.Nickname = Lee

## standard-response.field.<CustomFieldCode>

**Default Value:** No default value

**Valid Values:** Any valid text string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.50

**Modified:** 9.0.000.65

In the name of the option, CustomFieldCode represents a field code that is called in a Standard Response object created in eServices Manager and stored in Universal Contact Server. Use this option to specify a custom field code such as a role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format CustomFieldCode to represent a custom agent attribute. Example: standard-response.field.Department = Sales

## standard-response.shortcuts.<keyword>

**Default Value:** No default value

**Valid Values:** Path to the standard response as defined in the Knowledge Manager.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Specifies the 'keyword' for a shortcut where the name of the option represents the keyword to be entered by agents to use the shortcut. For example: 'standard-response.shortcuts.JulySale'. Specify the path to the Response that is defined in Knowledge Manager as the value for this option. For example '2021Specials\JulySale'.

## standard-response.suggested-categories.max-number

**Default Value:** 20

**Valid Values:** An integer between 1 and 20

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the maximum number of suggested response categories displayed in the **Responses** view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## standard-response.suggested-responses.min-relevance

**Default Value:** 50

**Valid Values:** Any integer between 1 to 100

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the minimum level of relevance to filter the display of suggested responses in the **Responses** view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## statistics.agent-groups

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of agent groups and virtual agent groups that are displayed in the Contact Center Statistics tab. If empty, no agent groups or virtual agent groups are displayed. If set to a list and none of the groups in the list match an existing group, no agent groups or virtual agent groups are displayed.

## statistics.available-page-sizes

**Default Value:** 10,20,30

**Valid Values:** A comma-separated list of numbers that define the number of statistics objects per result page from which the agent can make selections.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the possible values for the number of statistics objects per page in the contact center statistics view.

## statistics.default-page-size

**Default Value:** 50

**Valid Values:** An integer from 10 through 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [statistics.available-page-size](#)

Specifies the default value for the number of statistics objects per page in the Contact Center Statistics view. The value must be defined in the option [statistics.available-page-size](#).

## statistics.displayed-statistics

**Default Value:** No default value

**Valid Values:** A comma-separated list of Statistic names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

## statistics.gadget-statistics

**Default Value:** No default value

**Valid Values:** A comma-separated list of Statistic names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the statistics, up to 10, that are displayed in the Statistics Gadget. Each statistics specified in this option is the name of a section containing the statistic definition or the statistic object.

## statistics.gadget-statistics.max-size

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.61

**Related Options:** [statistics.gadget-statistics](#)

Specifies the maximum number of statistics that are displayed in the Statistics Gadget. If more statistics are specified by the [statistics.gadget-statistics](#) option, only the first 'n' statistics are displayed.

## statistics.queue-groups

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of queue groups that are displayed in the Contact Center Statistics tab. If empty, no queue groups are displayed. If set to a list and none of the queue groups in the list match an existing queue group, no queue groups are displayed.

## statistics.refresh-time

**Default Value:** 20

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies, in seconds, how often statistics are refreshed in the Contact Center Statistics tab. When set to 0, no automatic refresh occurs (the agent must manually refresh statistics).

## statistics.routing-points

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31



Specifies the list of routing points that are displayed in the Contact Center Statistics tab. If empty, no routing points are displayed. If set to a list and none of the routing points match an existing routing point, no routing points are displayed.

## statistics.virtual-queues

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of virtual queues that are displayed in the Contact Center Statistics tab. If empty, no virtual queues are displayed. If set to a list and none of the virtual queues in the list match an existing virtual queue, no virtual queues are displayed.

## system.cometd.timeout

**Default Value:** 60000

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the duration, in milliseconds, before the session is considered closed when the connection with the server is lost.

## system.disconnected.browser-notif.events

**Default Value:** ReconnectFailure,DisasterRecoveryFailure,LoginRequired

**Valid Values:** A comma-separated list of events associated with application disconnection and disaster recovery.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies which connection failure and connection recovery states should display a browser notification.

## system.feedback

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a Feedback button is displayed in the About window.

## system.feedback.auto.log-size

**Default Value:** 10000

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the number of characters from the last log to send with the automatic feedback.

## system.feedback.auto.publish-interval

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the duration, in seconds, between auto feedback submission. If the value is less than 30s, this feature will not be activated

## system.feedback.auto.publish-retry

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the count, in numbers, to retry auto feedback submission. If the publish failed to post.

## system.feedback.log-level

**Default Value:** trace

**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the feedback log level.

## system.feedback.log-size

**Default Value:** 1000

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number of characters from the last Log to send with the feedback.

## system.feedback.message.max-length

**Default Value:** 10000

**Valid Values:** An integer value from 500 through 50000.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the maximum number of characters in the feedback message.

## system.feedback.submit-after-disconnect

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [system.cometd.timeout](#)

Specifies whether a Feedback dialog box is displayed the next time the agent logs in after a session closed due to the Cometd defense. Managed by the [system.cometd.timeout](#) option.

## system.log-level

**Default Value:** Trace

**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the global log level.

## system.multi-tabs-defense.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Enables the defense for Multi-Tabs use-cases.

## system.notif.browser-unsupported.ie11

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.98

Specifies whether a browser unsupported notification is to be shown for IE11 browser

## system.notif.cometd.service-availability-delay

**Default Value:** 2000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the delay in milliseconds before triggering the CometD 'unavailability' ('Connection lost, reconnecting') message toast. In case a CometD 'availability' event is received before this delay, 'unavailability' message toast is canceled.

## system.notif.cometd.service-availability.show-on-user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the CometD disconnection period. This option is independent from 'system.notif.cometd.service-availability-delay'.

## system.notif.contact.service-availability-delay

**Default Value:** 15000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the UCS (Contact Server) unavailability notification to an agent. If a UCS availability is received before the delay, unavailability notification is cancelled.

## system.notif.contact.service-availability.show-on-user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the Contact (UCS) disconnection period. This option is independent from [system.notif.contact.service-availability-delay](#).

## system.notif.open-media.service-availability-delay

**Default Value:** 15000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the OpenMedia (Interaction Server) unavailability notification to an agent. If an OpenMedia availability is received before the delay, unavailability notification is cancelled.

## system.notif.open-media.service-availability.show-on-user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the OpenMedia (Interaction Server) disconnection period. This option is independent from [system.notif.open-media.service-availability-delay](#).

## system.notif.statistic.service-availability-delay

**Default Value:** -1

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the Statistic Server unavailability notification to an agent. If a Statistic server availability is received before the delay, unavailability notification is cancelled.

## system.notif.statistic.service-availability.show-on-user-action

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies if a notification is displayed when an agent action involves a call to the back-end during the Statistic server disconnection period. This option is independent from [system.notif.statistic.service-availability-delay](#).

## system.notif.voice.service-availability-delay

**Default Value:** 15000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the Voice unavailability notification to an agent. If a Voice availability is received before the delay, unavailability notification is cancelled.

## system.notif.voice.service-availability.show-on-user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the Voice server disconnection period. This option is independent from [system.notif.voice.service-availability-delay](#).

## system.telemetry.enable-metrics

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies whether UI metrics and events are sent to the Telemetry Service. Depends on [system.telemetry.enabled](#)

## system.telemetry.enable-traces

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies whether UI traces are sent to the Telemetry Service. Depends on [system.telemetry.enabled](#)

## system.telemetry.enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies whether telemetry is used to push metrics and traces to the Telemetry Service.

## system.telemetry.log-level

**Default Value:** Info

**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

Specifies the telemetry log level.

## system.telemetry.monitor-interval

**Default Value:** 60

**Valid Values:** From 0 to MAXINT.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies the duration, in seconds, between two checks of the metrics, events, or traces before publishing the data to the Telemetry Service.

## system.telemetry.service-url

**Default Value:** No default value

**Valid Values:** Specifies the valid FQDN of the Telemetry Service (for example: https://telemetry-fqdn).

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

The url of the Telemetry Service.

## system.telemetry.service-url-<n>

**Default Value:** No default value

**Valid Values:** A valid FQDN of Telemetry Service (for example: https://telemetry-fqdn-1).

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies the url of one of the Telemetry Services when there are multiple pairs in a region. (Refer to the expression.gws-url.capturing-groups-<n> option)

## system.timer.blinking-timeout

**Default Value:** 5

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies, in seconds, the timer blinking interval.

## teamcommunicator.actions.display-mode

**Default Value:** hover

**Valid Values:** A value from the following list: hover (actions appear only on mouseover on related entry), block (expose a default action button for all entries).

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the display mode for Team Communicator action buttons.

## teamcommunicator.add-recent-filters.voice

**Default Value:** No default value

**Valid Values:** A comma-separated list of interaction types taken from the following values: internal, external, consultation.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether to store incoming interactions into the Recent buffer. By default, the Recent buffer stores only the actions of the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

## teamcommunicator.always-clear-textbox-on-new-interaction

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the Team Communicator text search box is cleared after the interaction is initiated when the agent presses 'Enter' or clicks one of the medias in the Team Communicator results. When set to false, the Team Communicator text search box is cleared only if an interaction is initiated by the agent pressing 'Enter'.



## teamcommunicator.chat.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list:

NotReady, Busy, LoggedOff

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference, requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests. Depends on 'Chat - Can Use Chat Channel' and 'TeamCommunicator - Evaluate Presence'.

## teamcommunicator.corporate-favorites

**Default Value:** No default value

**Valid Values:** A comma-separated list of favorite names (section names) that are defined in the Workspace application.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of corporate favorites (quick dial favorites) that are configured in the Configuration Server for an Agent, Agent Group, Skill, Routing Point, Queue, Interaction Queue, or Custom Contact. See the procedure 'Creating Corporate Favorites' in the Configuration Guide for information about creating Corporate Favorite objects in the configuration layer. This option can be overridden by a routing strategy as described in the Configuration Guide.

## teamcommunicator.email.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list:

NotReady, Busy, LoggedOff

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for transfer requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for transfer requests. Depends on 'Email - Can Use Email Channel' and 'TeamCommunicator - Evaluate Presence'.

## teamcommunicator.list-filter-showing

**Default Value:** Agent,AgentGroup,RoutingPoint,Skill,InteractionQueue,Contact,CustomContact

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Skill, Contact, InteractionQueue, ACDQueue, CustomContact, Teams.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

## teamcommunicator.load-at-startup

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Team Communicator are loaded at login. This option is used to help with performance at login if many agents login at the same time. When this option is set to false, the elements are not loaded at login, they are loaded the first time the focus is placed in the Team Communicator.

## teamcommunicator.max-favorites-size

**Default Value:** 50

**Valid Values:** An integer value from 0 through 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the maximum size of the favorites list that is displayed while an agent is displaying favorites.

## teamcommunicator.max-size

**Default Value:** 50

**Valid Values:** An integer value from 0 through 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [teamcommunicator.show-all-internal-targets](#)

Specifies the maximum size of the default list when the value of [teamcommunicator.show-all-internal-targets](#) is set to true.

## teamcommunicator.max-suggestion-size

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

## teamcommunicator.one-step-conference-with-consultation.enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether agents can make a one-step conference of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step conference button is not displayed and agents cannot perform a one-step conference operation when there is an active consultation.

## teamcommunicator.one-step-transfer-with-consultation.enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether agents can make a one-step transfer of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step transfer button is not displayed and agents cannot perform a one-step transfer operation when there is an active consultation.

## teamcommunicator.permissions.agent.exclude-from-agent-groups

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no exclusion.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.84

**Related Options:** [teamcommunicator.permissions.agent.restrict-to-agent-groups](#)

Specifies the list of agent groups or virtual agent groups used to exclude agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are excluded from the list. Note: This overrides the `teamcommunicator.permissions.agent.restrict-to-agent-groups` filter where there is overlap. For example, if an agent belongs to groups A and B, and the exclude filter specifies B while the include filter specifies A, the agent is excluded from the returned list.

## teamcommunicator.permissions.agent.restrict-to-agent-groups

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no restriction applied.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.84

Specifies the list of agent groups or virtual agent groups used to restrict agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are included in the list.

## teamcommunicator.permissions.ms-teams.exclude

**Default Value:** No default value

**Valid Values:** A valid user properties attribute name and attribute value pair, grouped by parentheses in the Azure Active Directory.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

**Modified:** 9.0.000.95

Specifies the user properties of Azure Active Directory users from which searches of MS Teams are to be excluded.

## teamcommunicator.permissions.ms-teams.restrict-to

**Default Value:** No default value

**Valid Values:** A valid user properties attribute name and attribute value pair, grouped by parentheses in the Azure Active Directory.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

**Modified:** 9.0.000.95

Specifies the user properties of Azure Active Directory users to which searches of MS Teams are to be restricted.

## teamcommunicator.permissions.ms-teams.restrict-to-ad-group-id

**Default Value:** No default value

**Valid Values:** A valid Azure Active Directory group identifier.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

**Modified:** 9.0.000.95

Specifies the id of the Azure Active Directory group to which searches of MS Teams users is to be

restricted.

## teamcommunicator.queue-presence-metrics

**Default Value:** queue-presence

**Valid Values:** A comma separated value list of queue presence options section names.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies a list of Queue presence sections. Each of these sections contains a valid statistic name related to the Queue, the text to be displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

## teamcommunicator.recent-max-records

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number of recent internal targets to display in the list of recent targets.

## teamcommunicator.request-start-timer

**Default Value:** 500

**Valid Values:** An integer value from 1 through 5000.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

## teamcommunicator.routing-point-presence-metrics

**Default Value:** routing-point-presence

**Valid Values:** A comma separated value list of routing point presence options section names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies a list of routing point presence sections. Each of these sections contains a valid statistic name related to the routing point, the text to be displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

## teamcommunicator.show-all-internal-targets

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether all internal targets are displayed by default in the Team Communicator when an agent is searching for a transfer or conference target, including all Agents, Agent Groups, Skills, and Routing Points.

## teamcommunicator.third-party-name

**Default Value:** External/Third party

**Valid Values:** Any text string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.94

Specifies the text label for the external and third-party services filter in the Team Communicator search list.

## teamcommunicator.voice.apply-exclude-to-favorites

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether to apply exclude options to all targets, including favorites.

## teamcommunicator.voice.consultation.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on consultation. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.voice.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list: NotReady, Busy

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

## teamcommunicator.voice.make-call.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on making a call. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.voice.single-step-conference.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step conference. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.voice.single-step-transfer.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step transfer. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.<media-type>.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list:

NotReady, Busy, LoggedOff

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

## teamlead.monitoring-current-call-timeout

**Default Value:** 0

**Valid Values:** An integer value from 5 to 300.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

In scenarios where a contact has opted out of call monitoring, use this option to specify the duration before monitoring and coaching of the current call is considered failed due to time out. To disable timeout, specify a value less than 5.

## teamlead.monitoring-scope

**Default Value:** call

**Valid Values:** Select a value from the following list: agent,call

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the scope of monitoring that is to be used for voice interactions. If the value call is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value agent is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

## teamlead.myagents.available-page-sizes

**Default Value:** 5,10,25,50

**Valid Values:** A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies the possible values for the number of rows per page in the My Agents view.



## teamlead.myagents.default-page-size

**Default Value:** 10

**Valid Values:** An integer from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

**Related Options:** [teamlead.myagents.available-page-sizes](#)

Specifies the default value for the number of rows per page in the My Agents view. The value is added to the list defined by the [teamlead.myagents.available-page-sizes](#) option.

## teamlead.myagents.enabled-channels

**Default Value:** voice,chat,email

**Valid Values:** Comma-separated list of channel names from the following list: voice, chat, email, facebook, twitter, workitem

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the channels that are displayed in the My Agents view. Channels are displayed in the order in which they appear in the list.

## teamlead.myagents.manual-refresh.enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [teamlead.myagents.refresh-rate](#)

Specifies whether the manual refresh button is displayed in the My Agents view. Manual refresh is automatically enabled if automatic refresh is disabled by the [teamlead.myagents.refresh-rate](#) option.

## teamlead.myagents.pagination.limit

**Default Value:** 10

**Valid Values:** An integer value between 10 and 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the maximum number of agents displayed per page in the My Agents tab.

## teamlead.myagents.refresh-rate

**Default Value:** 30

**Valid Values:** Valid values are integer values between 5 and 5000. Values less than 5 disables the automatic refresh.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [accessibility.visual-impairment-profile](#)

Specifies the frequency, in seconds, to refresh the list of agents. To disable automatic refresh, specify a value less than 5 to indicate manual refresh. Automatic refresh is also disabled if the value of the [accessibility.visual-impairment-profile](#) option is true.

## teamlead.myagents.thresholds.enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [teamlead.myagents.thresholds.<media-type>](#)

Enable thresholds to be used for channels specified by the [teamlead.myagents.thresholds.<media-type>](#) option.

## teamlead.myagents.thresholds.<media-type>

**Default Value:** No default value

**Valid Values:** A threshold section name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the name of a threshold section that determine when an agent state is considered to be Busy or Not Ready for the specified channel. You must create the threshold sections on the Application object.

## toast.case-data.content

**Default Value:** History,CaseData

**Valid Values:** History, CaseData

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [toast.case-data.format-business-attribute](#)

Specifies the content of the Case Information area in the toast interaction preview. The CaseData key enables the display of the attached data that is defined by the [toast.case-data.format-business-attribute](#) option. The History key enables the display of interaction history information. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## toast.case-data.format-business-attribute

**Default Value:** No default value

**Valid Values:** The valid name of a Business Attribute.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [toast.case-data.order](#)

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the [toast.case-data.order](#) option. Use this option to specify a comma-separated list of Business Attributes Value Names that define the order of the Business Attribute Values. The Attributes Values that are not listed in [toast.case-data.order](#) option are put at the bottom of the list.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## toast.window-title

**Default Value:** (\$Contact.FirstName\$\$Contact.LastName\$|\$Interaction.MainParty\$)

**Valid Values:**

\$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the title of the Toast window by defining a string that contains the following field codes: \$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: '\$Window.Title\$ - \$Interaction.MainParty\$'.

## views.ApplicationMenuBarRegion.order

**Default Value:** '\*',AllTimeStatisticsView,AgentStateView,AgentMenuView

**Valid Values:** Comma-separated list of valid view names from

AllTimeStatisticsView,AgentStateView,AgentMenuView, and the custom view names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 100.0.004.0312

Specifies the order (left to right) in which the views are displayed in the Application Menu bar region. If this option is not configured, then the default ordering is used. If only some of the views are specified, then the default order is used for views that are not specified. You can also specify custom views added via the Service Client API (SCAPI).

## views.CaseSideRegion.activate-order

**Default Value:** AgentAssistSuggestionsView,ContactView,SRLView,RelatedView,CoBrowseView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'interaction.web-content'):

ContactView,ExtensionSectionName,SRLView,RelatedView,CoBrowseView. CoBrowseView is not

supported for on-premises deployments.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.94, 9.0.000.93, 9.0.000.68

Specifies, in order of precedence, the view selected by default in the Case Side Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on.) If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.CaseSideRegion.order

**Default Value:** AgentAssistSuggestionsView,CoBrowseView,ContactView,SRLView,RelatedView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'interaction.web-content'):

ExtensionSectionName,CoBrowseView,ContactView,SRLView,RelatedView. CoBrowseView is not supported for on-premises deployments.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.94, 9.0.000.93, 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.ContactRegion.activate-order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies, in order of precedence, the view selected by default in the Contact region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.ContactRegion.order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Contact

Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.HistoryInteractionDetailsRegion.activate-order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68

Specifies, in order of precedence, the view selected by default in the History Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.HistoryInteractionDetailsRegion.order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.InteractionDetailsRegion.activate-order

**Default Value:** ContactInteractionNotePadView,DispositionView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInteractionNotePadView,DispositionView.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68

Specifies, in order of precedence, the view selected by default in the Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.InteractionDetailsRegion.order

**Default Value:** DispositionView,ContactInteractionNotePadView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): DispositionView,ContactInteractionNotePadView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.NavigationBarRegion.activate-order

**Default Value:** ConnectRegion,MonitoringRegion

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom subregion specified in a section): Connect, Monitoring.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies in precedence order the view selected by default in the Navigation Bar Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.NavigationBarRegion.ConnectRegion.activate-order

**Default Value:**

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies in precedence order the view selected by default in the Connect Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.NavigationBarRegion.ConnectRegion.order

**Default Value:**

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the order (left to right, top to bottom) in which the views are displayed in the Connect Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.NavigationBarRegion.MonitoringRegion.activate-order

**Default Value:** DashboardView,MyAgentsView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

DashboardView,MyAgentsView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies in precedence order the view selected by default in the Monitoring Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.NavigationBarRegion.MonitoringRegion.order

**Default Value:** DashboardView,MyAgentsView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

DashboardView,MyAgentsView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the order (left to right, top to bottom) in which the views are displayed in the Monitoring Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.NavigationBarRegion.order

**Default Value:** ConnectRegion,MonitoringRegion

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom subregion specified in a section): Connect, Monitoring.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Navigation Bar Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.SideBarRegion.order

**Default Value:** TeamCommunicatorView,NotificationsView,VoiceMailView,PerformanceTrackerView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): TeamCommunicatorView,NotificationsView,VoiceMailView,PerformanceTrackerView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the order (top to bottom) in which the views are displayed in the SideBar Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.WorkbinInteractionDetailsRegion.activate-order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies in precedence order the view selected by default in the Workbin Interaction Details Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.WorkbinInteractionDetailsRegion.order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Workbin Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## voice.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a voice interaction is automatically answered when a EventRinging message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).



## voice.auto-answer.is-enabled-on-already-in-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [voice.auto-answer](#)

Specifies whether a voice interaction is automatically answered if there is other active call(s) (used only with [voice.auto-answer](#) set to true). This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.caller-id.key-name

**Default Value:** IW\_SelectedCallerId

**Valid Values:** An attached data key name (string)

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the key name of the attached data that contains the selected caller id information.

## voice.cancel-after-call-work-on-business-call

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies if the voice channel should be canceled its After Call Work status when the agents switches from After Call Work to Ready or Not Ready during a business call. This option is specific to SIP Server environment.

## voice.cancel-after-call-work-on-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [backwds-compatible-acw-behavior](#)

Specifies if the voice channel should be forced to its former status when the agent marks the voice interaction as **Done** while the voice channel is in After Call Work status. In environments where emulated agents are used, this option is dependent on the value set for [backwds-compatible-acw-behavior](#).

## voice.clear-conference-on-release

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the conference call is cleared (all the parties in the conference are released) when the last agent leaves the conference.

## voice.consultation.merge-attached-data-to-main

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether any attached data specific to the consultation (for example those defined in a corporate favorite) is merged to the main interaction.

## voice.detail-region.default-display-mode

**Default Value:** Medium

**Valid Values:** Specify a value from the following list: Medium, Large, Collapsed.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the default display mode for the Details view in the interaction view: Medium for 200px, Large for 400px and Collapsed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.dial-plan-can-set-intercommunication-options

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether dial plan rules are extended to configure routing points, caller id business attributes, and anonymous caller id configurations specific to the dialed number.

## voice.dial-plan-rule-<rule-name>

**Default Value:** No default value

**Valid Values:** A rule in the format: pattern => digit translation[;parameters...]#comment

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.61

**Related Options:** `privilege.voice.make-call.can-use-caller-id`, `privilege.voice.single-step-conference.can-use-caller-id`, `privilege.voice.consultation.can-use-caller-id`, `privilege.voice.single-step-transfer.can-use-caller-id`

Specifies the rules that are used to transform destination numbers into the requested format before being dialed. It can also be used to override intercommunication Routing Points, caller id Business Attributes, and the enabling of the anonymous caller id. To use this option, replace `<rule-name>` template with the name of the rule.

The following parameters are supported:

- **intercommunication:** The rule overrides the intercommunication feature. Use this parameter to use a specific routing point for a target number or pattern. The following values are supported:
  - `none`: Intercommunication is not used.
  - `<Routing Point Name>=`: the rule overrides the `intercommunication.voice.routing-points` option. For example: `intercommunication=RP_France_External@SIP_FR`
- **callerid:** The rule overrides the Caller ID feature. The following values are supported:
  - `none`: No caller ID is used.
  - `<CallerId Business Attribute Name>`: The rule overrides the `intercommunication.voice.make-call-caller-id-business-attribute` option.
- **anonymous:** Specifies how the rule interacts with the `intercommunication.voice.make-call-caller-id-enable-anonymous` option. The value set for this parameter specifies whether the anonymous feature is enabled on makecall with caller id when the target of the call matches the rule pattern. The following values are supported:
  - `true`: the rule overrides what is specified by the `intercommunication.voice.make-call-caller-id-enable-anonymous` option.
  - `false`: the value of the `intercommunication.voice.make-call-caller-id-enable-anonymous` option controls the behavior.
- **emergency:** The rule disables the intercommunication and CallerID features.
- **reject:** The rule blocks the number when called.

To add a comment to the rule, use the `#` character followed by a string. The comment string is useful for describing the rule. Refer the [Configuration Guide](#) for details on how to use this option.

## voice.dial-plan.types-enabled

**Default Value:** `Contact, TypeDestination`

**Valid Values:** A comma-separated list of target types

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the list of targets to which the dial plan is applied. Valid targets include Agent, RoutingPoint, Contact, and TypeDestination objects.

## voice.dialing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the voice channel dialing sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## voice.disaster-recovery.timeout

**Default Value:** 0

**Valid Values:** An integer value greater than 0 to specify the timeout, 0 to disable Voice Disaster Recovery.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.80

Specifies the duration, in seconds, for which Workspace waits for the Voice Channel to be back in service before triggering the Disaster Recovery process during an active session.

## voice.display-name.key-name

**Default Value:** No default value

**Valid Values:** Any valid attached data key name.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies the attached data key name of inbound voice interactions that contains the 'From' information of the inbound call, if the interaction does not have a contact set or the contact does not have a firstname or lastname property set. This information is displayed in the Interaction notification title and in the Recents list of Team Communicator. This option can be overridden by a routing strategy as described in Configuration Guide.

## voice.enable-agent-reservation

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether Workspace should prevent an agent from manually setting the voice channel to Not Ready, Do Not Disturb, After Call Work, or Logged Off status, or from exiting the application if the agent has been marked as Reserved by the Router or any other server that can reserve an Agent for call distribution.

## voice.enable-dtmf-tone

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a tone is played when an agent clicks a DTMF key.

## voice.floating-interaction-mode.auto-collapse

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether new floating voice interactions are displayed collapsed automatically.

## voice.hold-active-call-on-make-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the active call is turned to hold before placing an independent call. When disabled, the make call operation isn't available when there is a call on hold.

## voice.hold-indicator-timer

**Default Value:** 30,60

**Valid Values:** A comma-separated list value: warning time, maximum time

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies two alarm thresholds, in seconds, that warn agents that a voice call is on hold for a long time. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

## voice.mark-done-on-release

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies if an interaction should be closed automatically if a Release message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.notification.on-party-update.blink-interaction

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether interactions that do not have the focus blink when the status of a participant changes.

## voice.notification.on-party-update.enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether the agent is notified when a participant leaves or joins an interaction they are handling. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.notification.on-party-update.tooltip-history-ttl

**Default Value:** 2000

**Valid Values:** From 0 to MAXINT.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the duration in microseconds that the participant status notification is displayed.

## voice.prompt-for-end

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether Workspace displays a confirmation message when the agent clicks End. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.reject.counter-key-name

**Default Value:** No default value

**Valid Values:** A valid key name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the key that is used to populate a counter in attached data when a call is rejected. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.restore-state-on-back-in-service.is-enabled

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

If voice channel goes Out of Service, this option specifies whether Workspace should attempt to automatically set the voice channel back to its previous state when it is back in service.

## voice.restore-state-on-back-in-service.time

**Default Value:** 3

**Valid Values:** An integer from 0 through 10.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

**Related Options:** [voice.restore-state-on-back-in-service.is-enabled](#)

If voice channel goes Out of Service and the value of the [voice.restore-state-on-back-in-service.is-enabled](#) option is true, this option specifies the amount of time, in seconds, to set channel back to its previous state when it is back in service.

## voice.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the path of the sound file Workspace plays when a voice interaction is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## voice.sip-preview.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.72

**Modified:** 9.0.000.88

Specifies the path of the sound file that is played when the SIP Preview is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

- -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## voice.use-caller-id-display-name

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [intercommunication.voice.make-call-caller-id-business-attribute](#)

Specifies that the Caller Id Display Name is to be used when caller id is used. This feature requires that the value of the SIP Server TServer/use-display-name option be set to true. The Caller Id Display Name should be the display name of the caller ID in business attribute value specified by the [intercommunication.voice.make-call-caller-id-business-attribute](#) option.



## voice.user-data.send-only-updated-data-on-complete

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Specifies whether only the updated user data is sent for reporting purposes when a call is completed. Otherwise, all the user data is sent when a call is completed.

## voicemail.access-number

**Default Value:** No default value

**Valid Values:** Any Valid DN

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number to call to access your voicemail system.

## voicemail.notification-types

**Default Value:** personal, public

**Valid Values:** Comma-separated list of action names from the following list: personal, public

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the types of voicemail boxes included in the count of unread voicemail messages in the Main Window. personal refers to the voicemail box that is identified as the personal voicemail box of the agent; public refers to the group voicemail boxes to which the agent has access.

## voicemail.request-timeout

**Default Value:** 1

**Valid Values:** An integer

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the time, in seconds, to wait for voicemail messages from Feature Server. If no voicemail messages are received during this timeout, a request is sent to Feature Server to get them.

## voicemail.voicemail-service.request-interval

**Default Value:** 60

**Valid Values:** An integer between 30 and 300

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

Specifies the frequency, in seconds, with which to query the voicemail service for voicemail MWI.

## webrtc.service-urn

**Default Value:** No default value

**Valid Values:** A valid URN.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the URN that should be based on the following pattern: WEBRTC\_GATEWAY\_SERVER:WEBRTC\_GATEWAY\_PORT?sip-proxy-address=SIP\_PROXY\_SERVER:SIP\_PROXY\_PORT. Replace WEBRTC\_GATEWAY\_SERVER with the hostname where the WebRTC Gateway is deployed, and PORT with the HTTPS port of the WebRTC Gateway. Also, replace SIP\_PROXY\_SERVER and SIP\_PROXY\_PORT (optional) with the connectivity parameters of the SIP Proxy that need to be contacted by the WebRTC Gateway to register this DN.

## workbin.bulk-operation.nb-interactions-perf-impact

**Default Value:** 10

**Valid Values:** A integer value greater than or equal to 1

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the number of interactions before which a bulk operation will impact performance.

## workbin.email.draft

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin to be used to store draft email.

## workbin.email.draft.displayed-columns

**Default Value:** To,Subject,Submitted

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: To,Subject,Submitted

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the workbin that stores draft email interactions.

## workbin.email.in-progress

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin that is to be used to store inbound email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

## workbin.email.in-progress.displayed-columns

**Default Value:** From,Subject,Received

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound email for later processing.

## workbin.email.review

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin that is to be used to store QA reviews for later processing, after a reviewer explicitly saved the email.

## workbin.email.review.displayed-columns

**Default Value:** To,Subject,Submitted

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: To,Subject,Submitted

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the workbin that stores QA reviews.

## workbin.quick-search-attributes

**Default Value:** No default value

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: AssignedTo,FromAddress

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`

Specifies the list of interaction properties that are used to build the Quick Search query against Interaction Server when the agent makes a quick search in a workbin for which `workbin.<media-type>.<workbin-nickname>.quick-search-attributes` is not defined.

## `workbin.<media-type>.<workbin-nickname>`

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

## `workbin.<media-type>.<workbin-nickname>.displayed-columns`

**Default Value:** From,To,Subject,Received

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the specified workbin.

## `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`

**Default Value:** No default value

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: AssignedTo,FromAddress

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** `workbin.quick-search-attributes`

Specifies the list of interaction properties that are used to build the Quick Search query against Interaction Server when the agent makes a quick search in the specified workbin. Default value of this option is the value of `workbin.quick-search-attributes` if defined.

## `workbin.<media-type>.in-progress`

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the name of the workbin to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

## workspace-toolkit.enable

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.61

Specifies whether Workspace Toolkit use is authorized or not. This option must be set in the WS\_Cluster application.

## workspace.web-content

**Default Value:** No default value  
**Valid Values:** A comma-separated value list of option section names that correspond to the extension views, for example: Extension1, Extension2, etc...  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

The list of Web Applications that are configured to be displayed at the Workspace level. Refer to the [Procedure: Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer.

## workspace.web-content.url-encoding-defense-enabled

**Default Value:** INTERNAL  
**Valid Values:** A comma-separated list of one or more modes and the optional FORCE modifier in this format: <mode>[|FORCE]. Valid modes: INTERNAL, BACKGROUND, HIDDEN, EXTERNAL.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.94

Specifies the list of modes on which the url encoding defense is applied. If the '<mode>' is not set, the url is unmodified (not encoded). If the '<mode>' is set but no hexadecimal character (%XX, where X is a hexa) is found in the url, the url is encoded. If the '<mode>|FORCE' is set, the url is always encoded.