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Web Services and Applications

Workspace Web Edition 9

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Workspace Web Edition 9

All of the **Workspace Web Edition 9 configuration options** are configured in the **interaction-workspace** section. This is a section that you create in the annex of the object to which you want to apply the option. Most of these options can be configured **hierarchically** at the Application, Agent Group, or User level; some can be configured on other objects such as DNs, skills, and switches.

The values specified for many options can also be **overridden by Routing Strategies** that reference Transaction objects.

Workspace options are grouped by functionality. The first word in the name of the option indicates the functional area to which the option belongs. For example, the option `chat.auto-answer` is part of the **chat** functionality group. It enables you to specify that incoming chat interactions are answered automatically. The options are named to help you know quickly what the option does.

The **Workspace Web Edition Configuration Guide** contains topics specific to configuring options as a group to manage each functional area. For example, you can read about setting up the Chat channel in the **Chat** topic.

Options for this component are contained in the following configuration sections:

- **crm-adapter**
- **interaction-workspace**
- **queue-presence**
- **routing-point-presence**
- **workspace-service**

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: **Download a CSV file** containing default and valid values and descriptions.

The following options are configured on the Application, Agent Group, User, or other object.

Section	Option	Default	Changes Take Effect
crm-adapter	click-to-	default	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	dial.preprocessing-rules		started or restarted.
crm-adapter	salesforce.activity-log.enabled-call-types	Inbound, Outbound, Internal, Consult	When the session is started or restarted.
crm-adapter	salesforce.activity-log.enabled-chat-types	Inbound	When the session is started or restarted.
crm-adapter	salesforce.activity-log.enabled-openmedia-types	Inbound	When the session is started or restarted.
crm-adapter	salesforce.activity-log.field-mapping	No default value	When the session is started or restarted.
crm-adapter	salesforce.activity-log.mode	search_query	When the session is started or restarted.
crm-adapter	salesforce.activity-log.on-screenpop	false	When the session is started or restarted.
crm-adapter	salesforce.activity-log.status	Completed	When the session is started or restarted.
crm-adapter	salesforce.activity-log.ui-association	false	When the session is started or restarted.
crm-adapter	salesforce.block-adapter-multitab	false	When the session is started or restarted.
crm-adapter	salesforce.chat.include-transcript-in-desc	true	When the session is started or restarted.
crm-adapter	salesforce.chat.transcript-custom-field-name	No default value	When the session is started or restarted.
crm-adapter	salesforce.debug-notifications	false	When the session is started or restarted.
crm-adapter	salesforce.email.include-body-in-desc	false	When the session is started or restarted.
crm-adapter	salesforce.enable-click-to-dial	true	When the session is started or restarted.
crm-adapter	salesforce.enable-in-focus-page-transfer	false	When the session is started or restarted.
crm-adapter	salesforce.keep-session-alive	false	When the session is started or restarted.
crm-adapter	salesforce.message-channel.name		When the session is started or restarted.
crm-adapter	salesforce.new-record.field-mapping		When the session is started or restarted.
crm-adapter	salesforce.notifications	false	When the session is started or restarted.
crm-adapter	salesforce.run-apex.class	No default value	
crm-adapter	salesforce.run-apex.events	No default value	
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
crm-adapter	salesforce.run-apex.userdata-key-list		When the session is started or restarted.
crm-adapter	salesforce.user-data.object-id-key	No default value	When the session is started or restarted.
crm-adapter	salesforce.user-data.object-name-key	No default value	When the session is started or restarted.
crm-adapter	salesforce.user-data.object-type-key	No default value	When the session is started or restarted.
crm-adapter	screenpop.chat.on-invite	false	When the session is started or restarted.
crm-adapter	screenpop.email.on-create	false	
crm-adapter	screenpop.email.on-invite	false	When the session is started or restarted.
crm-adapter	screenpop.enable-for-consult	false	When the session is started or restarted.
crm-adapter	screenpop.enable-for-internal-calls	true	When the session is started or restarted.
crm-adapter	screenpop.for-outbound		When the session is started or restarted.
crm-adapter	screenpop.id-key-regex	No default value	When the session is started or restarted.
crm-adapter	screenpop.include-ani-in-search	true	When the session is started or restarted.
crm-adapter	screenpop.include-dnis-in-search	false	When the session is started or restarted.
crm-adapter	screenpop.object-api-name		When the session is started or restarted.
crm-adapter	screenpop.object-type	SUBJECT	Immediately
crm-adapter	screenpop.object-type-flow	No default value	After the next platform configuration refresh interval.
crm-adapter	screenpop.object-type-list	No default value	After the next platform configuration refresh interval.
crm-adapter	screenpop.object-type-new-record	No default value	After the next platform configuration refresh interval.
crm-adapter	screenpop.object-type-object-home	No default value	After the next platform configuration refresh interval.
crm-adapter	screenpop.object-type-search	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
crm-adapter	screenpop.object-type-url	No default value	After the next platform configuration refresh interval.
crm-adapter	screenpop.on-ringing	false	When the session is started or restarted.
crm-adapter	screenpop.openmedia.on-invite	false	When the session is started or restarted.
crm-adapter	screenpop.preprocessing-rule	default	When the session is started or restarted.
crm-adapter	screenpop.save-new-record-criterion		When the session is started or restarted.
crm-adapter	screenpop.search-key-regex	cti_	When the session is started or restarted.
crm-adapter	screenpop.transfer-object-key	id_transfer_object	When the session is started or restarted.
crm-adapter	templates.salesforce.chat.subject	false	Immediately
crm-adapter	templates.salesforce.email.subject	false	Immediately
crm-adapter	templates.salesforce.inbound-voice.subject	false	Immediately
crm-adapter	templates.salesforce.internal-voice.subject	false	Immediately
crm-adapter	templates.salesforce.openmedia.subject	false	Immediately
crm-adapter	templates.salesforce.outbound-voice.subject	false	Immediately
crm-adapter	templates.salesforce.transfer-voice.subject	false	Immediately
crm-adapter	templates.salesforce.<interaction-type>.subject	{interaction.callType} call to {interaction.dnis}	When the session is started or restarted.
interaction-workspace	<media-type>.auto-answer	false	After the next platform configuration refresh interval.
interaction-workspace	<media-type>.auto-answer.enable-reject	false	After the next platform configuration refresh interval.
interaction-workspace	<media-type>.auto-answer.timer	0	After the next platform configuration refresh interval.
interaction-workspace	<media-type>.detail-region.default-display-mode	Medium	After the next platform configuration refresh interval.
interaction-workspace	<media-type>.mark-done.reason-on-place-in-queue		After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code><media-type>.mark-done.reason-on-stop</code>	None	After the next platform configuration refresh interval.
interaction-workspace	<code><media-type>.prompt-for-done</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code><media-type>.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.agent-state-change-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.dialog-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.dialog-error-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.focus-on-interaction-toast</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>accessibility.interaction-state-change-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.outbound-campaign-state-change-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.permanent-statistics-change-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.supervision-state-change-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.tooltip.hide-on-click</code>	true	Immediately
interaction-workspace	<code>accessibility.tooltip.is-hoverable</code>	false	Immediately
interaction-workspace	<code>accessibility.tooltip.show-on-focus</code>	false	Immediately
interaction-workspace	<code>accessibility.visual-impairment-profile</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>accessibility.voicemail-message-change-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.warning-message-bell</code>	No default value	Immediately
interaction-workspace	<code>accessibility.<media-type>.focus-on-interaction-toast</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>agent-assist.confidence.article.enable</code>	true	Immediately
interaction-workspace	<code>agent-assist.confidence.article.threshold.high</code>	80	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	agent-assist.confidence.article.threshold.low	50	Immediately
interaction-workspace	agent-assist.confidence.faq.enable	true	Immediately
interaction-workspace	agent-assist.confidence.faq.threshold.high	80	Immediately
interaction-workspace	agent-assist.confidence.faq.threshold.low	50	Immediately
interaction-workspace	agent-assist.feedback.article.enable	true	Immediately
interaction-workspace	agent-assist.feedback.faq.enable	true	Immediately
interaction-workspace	agent-assist.service-url	No default value	Immediately
interaction-workspace	agent-assist.suggestion.enable	true	Immediately
interaction-workspace	agent-assist.voice-transcript.enable	true	Immediately
interaction-workspace	agent-status.after-call-work-reasons	No default value	After the next platform configuration refresh interval.
interaction-workspace	agent-status.enabled-actions-by-channel	Ready,NotReady,NotReady	After the next platform configuration refresh interval. Reason,AfterCallWork,AfterCallWorkReason
interaction-workspace	agent-status.enabled-actions-global	Ready,NotReady,NotReady	After the next platform configuration refresh interval. Reason,AfterCallWork,AfterCallWorkReason
interaction-workspace	agent-status.not-ready-reasons	No default value	After the next platform configuration refresh interval.
interaction-workspace	agent-status.ready-workmode	unknown	After the next platform configuration refresh interval.
interaction-workspace	alert.timeout	10	After the next platform configuration refresh interval.
interaction-workspace	auth.session.invalidate-on-logout	true	After the next platform configuration refresh interval.
interaction-workspace	callback.callback-information.content	PhoneNumber,Comments	Immediately
interaction-workspace	callback.callback-types-business-attribute	No default value	Immediately
interaction-workspace	callback.default-date.is-automatically-selected	true	Immediately
interaction-workspace	callback.time-slot.field-	WIDGET	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	type		
interaction-workspace	case-data.float-separator	.	After the next platform configuration refresh interval.
interaction-workspace	chat.auto-answer	false	After the next platform configuration refresh interval.
interaction-workspace	chat.detail-region.default-display-mode	Medium	After the next platform configuration refresh interval.
interaction-workspace	chat.enable-auto-disconnect	true	After the next platform configuration refresh interval.
interaction-workspace	chat.mark-done.reason-on-place-in-queue	None	After the next platform configuration refresh interval.
interaction-workspace	chat.mark-done.reason-on-stop	None	After the next platform configuration refresh interval.
interaction-workspace	chat.new-message-bell	No default value	Immediately
interaction-workspace	chat.nickname	\$Agent.UserName\$	After the next platform configuration refresh interval.
interaction-workspace	chat.on-hold-queue	No default value	After the next platform configuration refresh interval.
interaction-workspace	chat.os-emoji-is-enabled	true	After the next platform configuration refresh interval.
interaction-workspace	chat.pending-response-to-customer	30,50	After the next platform configuration refresh interval.
interaction-workspace	chat.prompt-for-done	false	After the next platform configuration refresh interval.
interaction-workspace	chat.prompt-for-end	false	After the next platform configuration refresh interval.
interaction-workspace	chat.push-url.max-records	20	After the next platform configuration refresh interval.
interaction-workspace	chat.ringing-bell	No default value	Immediately
interaction-workspace	chat.time-stamp	true	After the next platform configuration refresh interval.
interaction-workspace	chat.typing-is-enabled	true	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			configuration refresh interval.
interaction-workspace	chat.typing-timeout	10	After the next platform configuration refresh interval.
interaction-workspace	contact.all-interactions-default-time-filter-main	1M	After the next platform configuration refresh interval.
interaction-workspace	contact.all-interactions-displayed-columns	Status,Subject,StartDate,EndDate	Immediately
interaction-workspace	contact.all-interactions-quick-search-attributes	Subject	After the next platform configuration refresh interval.
interaction-workspace	contact.available-directory-page-sizes	5,10,25,50	After the next platform configuration refresh interval.
interaction-workspace	contact.cache-timeout-delay	0	After the next platform configuration refresh interval.
interaction-workspace	contact.create-contact.check-duplicate	false	Immediately
interaction-workspace	contact.date-search-types	On,OnOrAfter,Before,Between	After the next platform configuration refresh interval.
interaction-workspace	contact.default-directory-page-size	10	After the next platform configuration refresh interval.
interaction-workspace	contact.directory-displayed-columns	LastName,FirstName,PhoneNumber,EmailAddress	After the next platform configuration refresh interval.
interaction-workspace	contact.directory-search-attributes	LastName,FirstName,PhoneNumber,EmailAddress	After the next platform configuration refresh interval.
interaction-workspace	contact.directory-search-mode	sql	After the next platform configuration refresh interval.
interaction-workspace	contact.displayed-attributes	Title,FirstName,LastName,PhoneNumber,EmailAddress	After the next platform configuration refresh interval.
interaction-workspace	contact.email-address-validation.attributes	EmailAddress	After the next platform configuration refresh interval.
interaction-workspace	contact.enable-force-delete-contact	false	After the next platform configuration refresh interval.
interaction-workspace	contact.history-default-	1M	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	time-filter-main		configuration refresh interval.
interaction-workspace	contact.history-default-view-conversations	false	Immediately
interaction-workspace	contact.history-displayed-columns	Status,Subject,StartDate,EndDate,Owner	After the next platform configuration refresh interval.
interaction-workspace	contact.history-displayed-columns-conversations	Status,Subject,StartDate,EndDate	Immediately
interaction-workspace	contact.history.media-filters	voice,email,chat,twitter,facebook,Other Media	After the next platform configuration refresh interval.
interaction-workspace	contact.history-quick-search-attributes	Subject	Immediately
interaction-workspace	contact.history.quick-search.max-input-length	10	Immediately
interaction-workspace	contact.history-search-attribute-group.<group-name>	No default value	After the next platform configuration refresh interval.
interaction-workspace	contact.history-search-attributes	Status,StartDate,EndDate,Subject	After the next platform configuration refresh interval.
interaction-workspace	contact.last-called-agent.enable	false	After the next platform configuration refresh interval.
interaction-workspace	contact.last-called-agent.<media-type>.enable	false	After the next platform configuration refresh interval.
interaction-workspace	contact.lookup.auto-assign-mode	true	After the next platform configuration refresh interval.
interaction-workspace	contact.lookup.enable	true	After the next platform configuration refresh interval.
interaction-workspace	contact.lookup.enable-create-contact	true	After the next platform configuration refresh interval.
interaction-workspace	contact.lookup.voice.intercommunication.use-dialed-phone-number	true	Immediately
interaction-workspace	contact.lookup.voice.use-dialed-phone-number	false	After the next platform configuration refresh interval.
interaction-workspace	contact.lookup.voice.use-formatted-number	true	Immediately
interaction-workspace	contact.lookup.<media-	true	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>type>.auto-assign-mode</code>		configuration refresh interval.
interaction-workspace	<code>contact.lookup.<media-type>.enable</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.<media-type>.enable-create-contact</code>	true	Immediately
interaction-workspace	<code>contact.mandatory-attributes</code>	FirstName,LastName	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.multiple-value-attributes</code>	PhoneNumber,EmailAddress	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.myhistory-default-time-filter-main</code>	1M	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.myhistory-displayed-columns</code>	Status,Subject,StartDate,EndDate	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.myhistory-displayed-columns-conversations</code>	Status,Subject,StartDate,EndDate	Immediately
interaction-workspace	<code>contact.myhistory-quick-search-attributes</code>	Subject	Immediately
interaction-workspace	<code>contact.phone-number-validation.attributes</code>	PhoneNumber	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.phone-number-validation.enable</code>	true	Immediately
interaction-workspace	<code>contact.potential-match.search-query.and-clause</code>	No default value	Immediately
interaction-workspace	<code>contact.potential-match.search-query.or-clause</code>	PhoneNumber,EmailAddress	Immediately
interaction-workspace	<code>contact.related-interactions.custom-attributes</code>	No default value	Immediately
interaction-workspace	<code>contact.related-interactions.open.max-number</code>	10	Immediately
interaction-workspace	<code>contact.related-interactions.sort-by.attributes</code>	\$All\$	Immediately
interaction-workspace	<code>contact.suggested-</code>	50	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>contacts.max-limit</code>		
interaction-workspace	<code>contact.ucs-interaction.voice-campaign.create-without-contact</code>	false	Immediately
interaction-workspace	<code>contact.ucs-interaction.voice-campaign.enable-create</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.ucs-interaction.voice.enable-create</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.ucs-interaction.voice.enable-create-without-contact</code>	false	Immediately
interaction-workspace	<code>contact.ucs-interaction.voice.unanswered.enable-create</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-create</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>disaster-recovery.authentication-mode</code>	INTERNAL	Immediately
interaction-workspace	<code>disaster-recovery.enabled</code>	false	Immediately
interaction-workspace	<code>editor.default-font</code>	Serif	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.default-font-size</code>	9	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.font-sizes</code>	8,9,10,11,12,14,16,18,20,22,24,26,28,30,36,48,72	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.fonts</code>	Serif,Sans-serif,Monospace,Cursive,Fantasy,Tahoma,Roboto,Arial,Helvetica	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.SRL.shortcuts.prefix</code>	#	After the next platform configuration refresh interval.
interaction-workspace	<code>email.allowed-image-extensions</code>	jpg,gif,png	After the next platform configuration refresh interval.
interaction-workspace	<code>email.auto-answer</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>email.default-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.detail-region.default-display-mode</code>	Medium	After the next platform configuration refresh interval.
interaction-workspace	<code>email.enable-email-address-validation</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.enable-toggle-format</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>email.from-addresses</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.html-format</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.include-original-text-in-reply</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.inline-forward.exclude-case-data-keys</code>	ContactId,EmailAddress,FirstName,LastName,PhoneNumber,toAdd	
interaction-workspace	<code>email.inline-forward-header</code>	\$FullHeader\$	After the next platform configuration refresh interval.
interaction-workspace	<code>email.inline-forward-prefix</code>	Fwd:	After the next platform configuration refresh interval.
interaction-workspace	<code>email.inline-forward-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.insert-url.max-records</code>	20	Immediately
interaction-workspace	<code>email.mandatory-subject</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.max-attachment-size</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>email.max-attachments-size</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound.editable-bcc-addresses</code>	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>email.outbound.editable-cc-addresses</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound.editable-to-addresses</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.print.print-content</code>	From,To,Cc,Subject,Body,Date,Attachments,InteractionType	After the next platform configuration refresh interval.
interaction-workspace	<code>email.prompt-for-done</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>email.qa-review-dispositions-business-attribute</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.quote-char</code>	>	After the next platform configuration refresh interval.
interaction-workspace	<code>email.quote-header</code>	On <date>, <contact> wrote:	After the next platform configuration refresh interval.
interaction-workspace	<code>email.reply-format</code>	auto	After the next platform configuration refresh interval.
interaction-workspace	<code>email.reply-prefix</code>	Re:	After the next platform configuration refresh interval.
interaction-workspace	<code>email.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>email.signature</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.signature.attachments-allowable</code>	false	Immediately
interaction-workspace	<code>email.signature.line- <n></code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.signature.process-embedded-images.enable</code>	false	Immediately
interaction-workspace	<code>expression.gws-url.capturing-groups</code>	https://(?:gapi gwa)-(.*)\.genesyscloud\.com	Immediately
interaction-workspace	<code>expression.gws-url.capturing-groups- <n></code>	https://(.*)(?:gapi gwa)-(.*)\.genesyscloud\.com	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>expression.identify.email-address</code>	<code>(\w+([-+.]\w+)*@\w+([-.]\w+)*\.\w+([-+.]\w+)*)</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.identify.phone-number</code>	<code>(?:([+])?([\d]{1,3})(?:[]* [\-\.]))?([()?\[\d]{1,3})([\-\.V])?([+] [\-\.])?([\d]{3,})</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.outbound-campaign-phone-number</code>	<code>^([\(\)\-\.\+\\d\s]*#)*[\d]+([\(\)\-\.\+\\d\s]*#/*)*\$</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.phone-number.supported-characters</code>	0123456789+	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.url</code>	<code>(http:\\V(www.)? https:\\V(www.)? ftp:\\V(www.)? www.){1}([0-9A-Za-z\\+\\.+][0-9A-Za-z]{2,6})([0-9A-Za-z\\+&#6</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.validate.email-address</code>	<code>^([A-Za-z0-9.-]+)@([A-Za-z0-9.-]+)\.([A-Za-z]{2,6})\$</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.validate.phone-number</code>	<code>^([\(\)\-\.\+\\d\s]*#)*[\d]+([\(\)\-\.\+\\d\s]*#/*)*\$</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.auto-focus</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.auto-focus.<media-type></code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-bar.quick-access-modes</code>	Pinned,Floating	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-bar.quick-access-modes.<media-type></code>	Pinned,Floating	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.case-data.content</code>	History,CaseData	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.case-data.enable-hyperlink</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.case-data.format-business-attribute</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.case-data.frame-color</code>	#17849D	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.disposition.cache</code>	1	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	timeout-delay		configuration refresh interval.
interaction-workspace	interaction.disposition.folder-name-depth-<n>	No default value	After the next platform configuration refresh interval.
interaction-workspace	interaction.disposition.is-expanded-on-display	true	After the next platform configuration refresh interval.
interaction-workspace	interaction.disposition.is-mandatory	false	After the next platform configuration refresh interval.
interaction-workspace	interaction.disposition.key-name	DispositionCode	After the next platform configuration refresh interval.
interaction-workspace	interaction.disposition.use-attached-data	false	After the next platform configuration refresh interval.
interaction-workspace	interaction.disposition.value-business-attribute	DispositionCode	After the next platform configuration refresh interval.
interaction-workspace	interaction.group-recovered-interactions.activate-threshold	15	Immediately
interaction-workspace	interaction.group-recovered-interactions.enable	true	Immediately
interaction-workspace	interaction-management.available-interaction-page-sizes	5,10,25,50	After the next platform configuration refresh interval.
interaction-workspace	interaction-management.default-interaction-page-size	10	After the next platform configuration refresh interval.
interaction-workspace	interaction-management.filters	No default value	After the next platform configuration refresh interval.
interaction-workspace	interaction-management.filters.quick-search-attributes	No default value	After the next platform configuration refresh interval.
interaction-workspace	interaction-management.interactions-filter.displayed-columns	From,To,Subject,Received	After the next platform configuration refresh interval.
interaction-workspace	interaction-management.markdone.mandatory-case-data-check.enable	false	Immediately
interaction-workspace	interaction-management.move-to-	false	After the next platform configuration refresh
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>workbin.restrict-to-my-team</code>		interval.
interaction-workspace	<code>interaction.override-option-key</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.reject-route</code>	No default value	Immediately
interaction-workspace	<code>interaction.reject-route.default-method</code>	redirect	Immediately
interaction-workspace	<code>interaction.related.disposition.key-name</code>	\$Default\$	Immediately
interaction-workspace	<code>interaction.related.disposition.value-business-attribute</code>	\$Default\$	Immediately
interaction-workspace	<code>interaction.voice.anonymous-contact.key-name</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.web-content</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.web-content.url-encoding-defense-enabled</code>	INTERNAL, BACKGROUND, HIDDEN, FORCE	Immediately
interaction-workspace	<code>intercommunication.chat.queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.chat.routing-based-actions</code>	InitTransfer, OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.chat.routing-based-targets</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.email.queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.email.routing-based-actions</code>	OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.email.routing-based-targets</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.voice.consultation-enabled</code>	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	<code>intercommunication.voice.make-call-caller-id-business-attribute</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>intercommunication.voice.force-</code>	false	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	call-caller-id-enable-anonymous		configuration refresh interval.
interaction-workspace	intercommunication.voice.make-call-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.voice.routing-based-actions	MakeCall,OneStepConference,OneStepTransfer,InitTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.routing-based-targets	No default value	Immediately
interaction-workspace	intercommunication.voice.routing-points	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.step-conference-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.voice.step-transfer-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.workitem.queue	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.workitem.routing-based-actions	OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.workitem.routing-based-targets	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.<media-type>.queue	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.<media-type>.routing-based-actions	OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.<media-type>.routing-based-targets	No default value	After the next platform configuration refresh interval.
interaction-workspace	keyboard.shortcut.interaction.next	Alt+N	After the next platform configuration refresh interval.
interaction-workspace	keyboard.shortcut.interaction.previous	Alt+P	After the next platform configuration refresh interval.
interaction-workspace	keyboard.shortcut.jump-to-last-error	Alt+L	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	kpi.displayed-kpis	No default value	After the next platform configuration refresh interval.
interaction-workspace	login.chat.is-auto-ready	false	Immediately
interaction-workspace	login.email.is-auto-ready	false	Immediately
interaction-workspace	login.list-available-locales	No default value	Immediately
interaction-workspace	login.prompt-place	false	Immediately
interaction-workspace	login.show-change-account-link	true	After the next platform configuration refresh interval.
interaction-workspace	login.store-recent-place	true	After the next platform configuration refresh interval.
interaction-workspace	login.voice.auto-not-ready-reason	No default value	After the next platform configuration refresh interval.
interaction-workspace	login.voice.dn-less-phone-number.sample	No default value	Immediately
interaction-workspace	login.voice.dn-less-phone-number.valid-format	No default value	After the next platform configuration refresh interval.
interaction-workspace	login.voice.expression.dn-less-phone-number	No default value	After the next platform configuration refresh interval.
interaction-workspace	login.voice.is-auto-ready	false	After the next platform configuration refresh interval.
interaction-workspace	login.voice.list-available-queues	No default value	After the next platform configuration refresh interval.
interaction-workspace	login.voice.nb-dn-less-phone-number-stored	1	After the next platform configuration refresh interval.
interaction-workspace	login.voice.prompt-dn-less-phone-number	false	After the next platform configuration refresh interval.
interaction-workspace	login.voice.prompt-queue	false	After the next platform configuration refresh interval.
interaction-workspace	login.workmode	unknown	After the next platform configuration refresh interval.
interaction-workspace	login.<media-type>.is-auto-ready	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	main-window.window-title	\$Window.Title\$	After the next platform configuration refresh interval.
interaction-workspace	ms-teams.graph-api.app-client-id	""	After the next platform configuration refresh interval.
interaction-workspace	ms-teams.graph-api.app-tenant-id	common	After the next platform configuration refresh interval.
interaction-workspace	ms-teams.phone-number-collection-attribute	businessPhones	After the next platform configuration refresh interval.
interaction-workspace	my-team-workbins.agent-page-size	10	After the next platform configuration refresh interval.
interaction-workspace	openmedia.workitem-channels	No default value	After the next platform configuration refresh interval.
interaction-workspace	outbound.agent-preview-mode	false	After the next platform configuration refresh interval.
interaction-workspace	outbound.call-result-automatically-selected	No default value	After the next platform configuration refresh interval.
interaction-workspace	outbound.call-result-is-mandatory	false	After the next platform configuration refresh interval.
interaction-workspace	outbound.call-result-values	Answered, Answering Machine, Busy, No Answer, Wrong Number	After the next platform configuration refresh interval.
interaction-workspace	outbound-callback.ringing-bell	No default value	Immediately
interaction-workspace	outbound.callback-types	Personal, Campaign	After the next platform configuration refresh interval.
interaction-workspace	outbound.direct-push-preview.no-record-timeout	10	After the next platform configuration refresh interval.
interaction-workspace	outbound.direct-push-preview-toast.timeout	20	After the next platform configuration refresh interval.
interaction-workspace	outbound.dispositions-allowing-treatment-on-reschedule	No default value	Immediately
interaction-workspace	outbound.negotiate-logout-on-exit	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>outbound.preview.max-simultaneous-preview-record</code>	-1	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.push-preview-mode</code>	regular	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.timed-preview-auto-dial</code>	-1	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.treatment-mode</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>permissions.agent-group.exclude</code>	No default value	Immediately
interaction-workspace	<code>permissions.agent-group.restrict</code>	No default value	Immediately
interaction-workspace	<code>presence.evaluate-presence</code>	true	Immediately
interaction-workspace	<code>privilege.active-recording.can-monitor-recording</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-pause</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-resume</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-start</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-stop</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-use</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.agent-assist.can-use</code>	false	Immediately
interaction-workspace	<code>privilege.callback.can-use</code>	false	Immediately
interaction-workspace	<code>privilege.chat.can-click-to-dial</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-click-to-email</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.chat.can-consult</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-decline</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-one-step-conference</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-one-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-place-on-hold-async</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-push-url</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-release</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-release-consultation</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-set-interaction-disposition</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-two-step-conference</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-two-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-use-emoji-picker</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.show-monitoring.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-advanced-search-all-interactions</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-advanced-search-</code>	false	After the next platform configuration refresh
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>contact-history</code>		interval.
interaction-workspace	<code>privilege.contact.can-advanced-search-my-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-create-contact</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-delete-contact</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-delete-related-interactions</code>	false	Immediately
interaction-workspace	<code>privilege.contact.can-filter-all-interactions</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-filter-contact-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-filter-my-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-inline-forward.email.from-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-mark-done.email.from-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-mark-done-related-interactions</code>	false	Immediately
interaction-workspace	<code>privilege.contact.can-mark-done.<media-type>.from-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-open.email.from-history</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-open.from-other-personal-workbins</code>	true	Immediately
interaction-workspace	<code>privilege.contact.can-open.from-queue</code>	true	Immediately
interaction-workspace	<code>privilege.contact.can-open.<media-type>.from-history</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	privilege.contact.can-open.<media-type>.from-universal-queue	false	Immediately
interaction-workspace	privilege.contact.can-reopen.<media-type>.from-universal-queue	false	Immediately
interaction-workspace	privilege.contact.can-resend.email.from-history	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-search-all-interactions	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-search-contact-history	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-search-my-history	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-assign-contact	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-directory	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history-case-data	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history-detail	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history-notepad	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-information	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-myhistory	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.contact.can-use-conversations</code>	true	Immediately
interaction-workspace	<code>privilege.contact.can-use-interaction-notepad</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.contact.can-use-interaction-workflow-state</code>	false	Immediately
interaction-workspace	<code>privilege.contact.can-use-related-interactions</code>	false	Immediately
interaction-workspace	<code>privilege.contact.can-use-save-contact</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-add-attachment</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-click-to-dial</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-decline</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-delete</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-delete-attachment-from-inbound</code>	false	Immediately
interaction-workspace	<code>privilege.email.can-inline-forward</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-insert-link</code>	true	Immediately
interaction-workspace	<code>privilege.email.can-interim-send</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-mark-done</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-move-to-workbin</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-one-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.email.can-print</code>	false	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			configuration refresh interval.
interaction-workspace	privilege.email.can-reply	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.email.can-reply-all	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.email.can-save	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.email.can-send	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.email.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.email.embedded-images.can-add	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.email.embedded-images.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.interaction-management.can-move-to-queue	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.interaction-management.can-move-to-workbin	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.interaction-management.can-search-interactions	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.interaction-management.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.interaction-management.case-data.can-edit	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.monitor-dashboard.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.ms-teams.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.my-team-workbins.can-use	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	privilege.myagents.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.mychannels.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.mychannels.pending-state.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.cancel-record	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.candial-alternative-chained-record	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.candial-on-new-number	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-get-next-preview-record	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-mark-do-not-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-reject-record	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-reschedule	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-reschedule-before-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-reschedule-on-new-number	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-set-call-result	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.direct-push-preview.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.outbound.push-preview.can-use	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			interval.
interaction-workspace	privilege.outbound.record-information.can-update	false	Immediately
interaction-workspace	privilege.outbound.record-information.can-view	true	Immediately
interaction-workspace	privilege.performance-tracker.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.screen-recording.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.security.can-change-password	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.sipendpoint.can-change-microphone-volume	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.sipendpoint.can-change-speaker-volume	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.sipendpoint.can-mute-microphone	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.sipendpoint.can-mute-speaker	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.sipendpoint.can-use	false	Immediately
interaction-workspace	privilege.SRL.can-quick-search	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.SRL.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.standard-response.favorites.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.standard-response.shortcuts.can-filter	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.standard-response.shortcuts.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.standard-response.suggested-response.can-use	true	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	privilege.teamcommunicator.can-manage-favorites	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamcommunicator.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamcommunicator.can-view-all	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamcommunicator.can-view-favorites	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamcommunicator.can-view-recent-calls	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamcommunicator.display-agent-groups-availability	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-coach-chat	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-coach-current-voice	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-coach-voice	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-coach-<media-type>	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-monitor-chat	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-monitor-current-voice	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-monitor-voice	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-monitor-<media-type>	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-stop-monitoring-chat	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-stop-monitoring-voice	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			interval.
interaction-workspace	privilege.teamlead.can-switch-to-barge-in-chat	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-switch-to-barge-in-voice	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-switch-to-coach-chat	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.teamlead.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.alert-prevent-recording.can-use	true	Immediately
interaction-workspace	privilege.voice.can-answer-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-extend-after-call-work	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-forward	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-hold-retrieve-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-make-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-one-step-conference	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-one-step-transfer	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-reject-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-release-a-held-call	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-release-call	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	privilege.voice.can-send-dtmf	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-set-interaction-disposition	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-show-hold-duration	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-show-post-call-duration	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-two-step-conference	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-two-step-transfer	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.consultation.can-use-caller-id	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice-history.can-click-to-dial	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice-history.can-click-to-search	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.make-call.can-use-caller-id	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.show-monitoring.can-use	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.single-step-conference.can-use-caller-id	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.voice.single-step-transfer.can-use-caller-id	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.voicemail.can-use	false	Immediately
interaction-workspace	privilege.voicemail.can-use-empty-shared-mailbox	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.workbin.can-search-interactions</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.workbin.can-search-my-workbins-trees</code>	true	Immediately
interaction-workspace	<code>privilege.workbins.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.workitem-channels.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.<media-type>.can-decline</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.<media-type>.can-mark-done</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.<media-type>.can-move-to-workbin</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.<media-type>.can-one-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.<media-type>.can-set-interaction-disposition</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>reporting.case.report-case-in-focus-duration</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.address</code>	127.0.0.1	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.port</code>	443	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.secure-connection</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.server-url</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>security.inactivity-alert-dialog-before-timeout</code>	30	After the next platform configuration refresh interval.
interaction-workspace	<code>security.inactivity-timeout</code>	0	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			interval.
interaction-workspace	security.login.inactivity-alert-dialog-before-timeout	20	After the next platform configuration refresh interval.
interaction-workspace	security.login.inactivity-timeout	60	After the next platform configuration refresh interval.
interaction-workspace	security.web-content.sandbox-rights.default-authorizations	ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW-POPUPS,ALLOW-SAME-ORIGIN	Immediately
interaction-workspace	service-client-api.accepted-web-content-origins	No default value	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.block-markdone-timeout	1000	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.option.read-allowed-web-content-origin	No default value	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.rate-limit	0	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.rate-limit-quarantine-delay	30	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.rate-limit.<service-name>	0	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.toast.width	400	Immediately
interaction-workspace	service-client-api.user-data.read-allowed	*	After the next platform configuration refresh interval.
interaction-workspace	service-client-api.user-data.write-allowed	*	After the next platform configuration refresh interval.
interaction-workspace	side-bar.web-content.url-encoding-defense-enabled	No default value	Immediately
interaction-workspace	sipendpoint.disconnectd.max-attempts-to-set-not-ready	1	Immediately
interaction-workspace	sipendpoint.disconnectd.not-ready-reason	No default value.	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.enable-auto-mute</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.headset-unplugged.not-ready-reason</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.headset-unplugged-set-not-ready</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.max-failed-ping</code>	5	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.ping-interval</code>	2000	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.register-interval</code>	1500	Immediately
interaction-workspace	<code>sipendpoint.register-max-attempts</code>	10	Immediately
interaction-workspace	<code>sipendpoint.sip-server-address</code>	No default value	Immediately
interaction-workspace	<code>sipendpoint.sip-server-address.peer</code>	No default value	Immediately
interaction-workspace	<code>sipendpoint.transport-protocol</code>	UDP	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.uri</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.uri</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.wait-user-max-attempts</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.categories</code>	\$All\$	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.field.Agent.<CustomFieldCode></code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.field.<CustomFieldCode></code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.shortcuts.<keyword></code>	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			interval.
interaction-workspace	<code>standard-response.suggested-categories.max-number</code>	20	Immediately
interaction-workspace	<code>standard-response.suggested-responses.min-relevance</code>	50	Immediately
interaction-workspace	<code>statistics.agent-groups</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.available-page-sizes</code>	10,20,30	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.default-page-size</code>	50	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.displayed-statistics</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.gadget-statistics</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.gadget-statistics.max-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.queue-groups</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.refresh-time</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.routing-points</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.virtual-queues</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>system.cometd.timeout</code>	60000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.disconnected.browser-notif.events</code>	ReconnectFailure,DisasterRecoveryFailure,LoginRequired	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>system.feedback.auto.log-size</code>	10000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.auto.publish-interval</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.auto.publish-retry</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.log-level</code>	trace	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.log-size</code>	1000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.message.max-length</code>	10000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.submit-after-disconnect</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>system.log-level</code>	Trace	After the next platform configuration refresh interval.
interaction-workspace	<code>system.multi-tabs-defense.enable</code>	true	Immediately
interaction-workspace	<code>system.notif.browser-unsupported.ie11</code>	true	Immediately
interaction-workspace	<code>system.notif.cometd.service-availability-delay</code>	2000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.notif.cometd.service-availability.show-on-user-action</code>	true	Immediately
interaction-workspace	<code>system.notif.contact.service-availability-delay</code>	15000	Immediately
interaction-workspace	<code>system.notif.contact.service-availability.show-on-user-action</code>	true	Immediately
interaction-workspace	<code>system.notif.open-media.service-availability-delay</code>	15000	Immediately
interaction-workspace	<code>system.notif.open-media.service-availability.show-on-user-action</code>	true	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	system.notif.statistic.service-availability-delay	-1	Immediately
interaction-workspace	system.notif.statistic.service-availability.show-on-user-action	false	Immediately
interaction-workspace	system.notif.voice.service-availability-delay	15000	Immediately
interaction-workspace	system.notif.voice.service-availability.show-on-user-action	true	Immediately
interaction-workspace	system.telemetry.enable-metrics	false	Immediately
interaction-workspace	system.telemetry.enable-traces	false	Immediately
interaction-workspace	system.telemetry.enabled	true	Immediately
interaction-workspace	system.telemetry.log-level	Info	Immediately
interaction-workspace	system.telemetry.monitor-interval	60	Immediately
interaction-workspace	system.telemetry.service-url	No default value	Immediately
interaction-workspace	system.telemetry.service-url-<n>	No default value	Immediately
interaction-workspace	system.timer.blinking-timeout	5	After the next platform configuration refresh interval.
interaction-workspace	teamcommunicator.actions.display-mode	hover	After the next platform configuration refresh interval.
interaction-workspace	teamcommunicator.add-recent-filters.voice	No default value	After the next platform configuration refresh interval.
interaction-workspace	teamcommunicator.always-clear-textbox-on-new-interaction	true	After the next platform configuration refresh interval.
interaction-workspace	teamcommunicator.chat.list-status-reachable	NotReady	After the next platform configuration refresh interval.
interaction-workspace	teamcommunicator.corporate-favorites	No default value	Immediately
interaction-workspace	teamcommunicator.email.list-status-reachable	NotReady	After the next platform configuration refresh interval.
interaction-workspace	teamcommunicator.list-filter-showing	Agent,AgentGroup,RoutingPoint,Skill,Any	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>teamcommunicator.load-at-startup</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.max-favorites-size</code>	50	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.max-size</code>	50	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.max-suggestion-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.one-step-conference-with-consultation.enabled</code>	true	Immediately
interaction-workspace	<code>teamcommunicator.one-step-transfer-with-consultation.enabled</code>	true	Immediately
interaction-workspace	<code>teamcommunicator.permissions.agent.exclude-from-agent-groups</code>	No default value	Immediately
interaction-workspace	<code>teamcommunicator.permissions.agent.restrict-to-agent-groups</code>	No default value	Immediately
interaction-workspace	<code>teamcommunicator.permissions.ms-teams.exclude</code>	No default value	Immediately
interaction-workspace	<code>teamcommunicator.permissions.ms-teams.restrict-to</code>	No default value	Immediately
interaction-workspace	<code>teamcommunicator.permissions.ms-teams.restrict-to-ad-group-id</code>	No default value	Immediately
interaction-workspace	<code>teamcommunicator.queue-presence-metrics</code>	queue-presence	Immediately
interaction-workspace	<code>teamcommunicator.recent-max-records</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.request-start-timer</code>	500	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.routing-point-presence-metrics</code>	routing-point-presence	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.show-all-internal-targets</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.third-party-name</code>	External/Third party	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>teamcommunicator.voice.apply-exclude-to-favorites</code>	false	Immediately
interaction-workspace	<code>teamcommunicator.voice.consultation.exclude-numbers</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.voice.list-status-reachable</code>	NotReady	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.voice.make-call.exclude-numbers</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.voice.single-step-conference.exclude-numbers</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.voice.single-step-transfer.exclude-numbers</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.<media-type>.list-status-reachable</code>	NotReady	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.monitoring-current-call-timeout</code>	0	Immediately
interaction-workspace	<code>teamlead.monitoring-scope</code>	call	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.available-page-sizes</code>	5,10,25,50	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.default-page-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.enabled-channels</code>	voice,chat,email	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.manual-refresh.enabled</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.pagination.limit</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.refresh-rate</code>	30	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.threshold.enabled</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>teamlead.myagents.thresholds.<media-type></code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>toast.case-data.content</code>	History,CaseData	After the next platform configuration refresh interval.
interaction-workspace	<code>toast.case-data.format-business-attribute</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>toast.window-title</code>	(\$Contact.FirstName,\$Contact.LastName,\$Interaction.MainPartyName)	After the next platform configuration refresh interval.
interaction-workspace	<code>views.ApplicationMenuBarRegion.activate-order</code>	*AllTimeStatisticsView,AgentSignatureView,AgentMenuView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.CaseSideRegion.activate-order</code>	AgentAssistSuggestionsView,ContactMyView,SRLView,RelatedView,ContactHistoryView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.CaseSideRegion.order</code>	AgentAssistSuggestionsView,ContactMyView,ContactView,SRLView,RelatedView,ContactHistoryView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.ContactRegion.activate-order</code>	ContactInformationView,ContactHistoryView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.ContactRegion.order</code>	ContactInformationView,ContactHistoryView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.HistoryInteractionDetailsRegion.activate-order</code>	InteractionDetailView,ContactConfigurationRefreshView,StaticCaseDetailsView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.HistoryInteractionDetailsRegion.order</code>	InteractionDetailView,ContactConfigurationRefreshView,StaticCaseDetailsView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.InteractionDetailsRegion.activate-order</code>	ContactInteractionNotePadView,DispositionView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.InteractionDetailsRegion.order</code>	DispositionView,ContactInteractionNotePadView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.NavigationBarRegion.activate-order</code>	ConnectRegion,MonitoringRegion	After the next platform configuration refresh interval.
interaction-workspace	<code>views.NavigationBarRegion.ConnectRegion.activate-order</code>	MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.NavigationBarRegion.ConnectRegion.order</code>	MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.NavigationBarRegion.DashboardView.activate-order</code>	DashboardView,MyAgentsView	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>order</code>		configuration refresh interval.
interaction-workspace	<code>views.NavigationBarRegion.order</code>	DashboardView, My AgentsView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.NavigationBarRegion.order</code>	ConnectRegion, MonitoringRegion	After the next platform configuration refresh interval.
interaction-workspace	<code>views.SideBarRegion.order</code>	TeamCommunicatorView, NotificationsView, VoiceMailView, PerformanceView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.WorkbinInteractionDetailsRegion.activate-order</code>	InteractionDetailView, ContactDetailView	After the next platform configuration refresh interval.
interaction-workspace	<code>views.WorkbinInteractionDetailsRegion.activate-order</code>	InteractionDetailView, ContactDetailView	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.auto-answer</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.auto-answer.is-enabled-on-already-in-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.caller-id.key-name</code>	IW_SelectedCallerId	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.cancel-after-call-work-on-business-call</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.cancel-after-call-work-on-done</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.clear-conference-on-release</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.consultation.merge-attached-data-to-main</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.detail-region.default-display-mode</code>	Medium	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.dial-plan-can-set-intercommunication-options</code>	true	Immediately
interaction-workspace	<code>voice.dial-plan-rule-<rule-name></code>	No default value	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	voice.dial-plan.types-enabled	Contact, TypeDestination	Immediately
interaction-workspace	voice.dialing-bell	No default value	Immediately
interaction-workspace	voice.disaster-recovery.timeout	0	Immediately
interaction-workspace	voice.display-name.key-name	No default value	Immediately
interaction-workspace	voice.enable-agent-reservation	true	Immediately
interaction-workspace	voice.enable-dtmf-tone	false	After the next platform configuration refresh interval.
interaction-workspace	voice.floating-interaction-mode.auto-collapse	false	After the next platform configuration refresh interval.
interaction-workspace	voice.hold-active-call-on-make-call	true	After the next platform configuration refresh interval.
interaction-workspace	voice.hold-indicator-timer	30,60	After the next platform configuration refresh interval.
interaction-workspace	voice.mark-done-on-release	false	After the next platform configuration refresh interval.
interaction-workspace	voice.notification.on-party-update.blink-interaction	true	After the next platform configuration refresh interval.
interaction-workspace	voice.notification.on-party-update.enabled	true	After the next platform configuration refresh interval.
interaction-workspace	voice.notification.on-party-update.tooltip-history-ttl	2000	After the next platform configuration refresh interval.
interaction-workspace	voice.prompt-for-end	false	After the next platform configuration refresh interval.
interaction-workspace	voice.reject.counter-key-name	No default value	After the next platform configuration refresh interval.
interaction-workspace	voice.restore-state-on-back-in-service.is-enabled	false	After the next platform configuration refresh interval.
interaction-workspace	voice.restore-state-on-back-in-service.time	3	After the next platform configuration refresh interval.
interaction-workspace	voice.ringing-bell	No default value	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	voice.sip-preview.ringing-bell	No default value	Immediately
interaction-workspace	voice.use-caller-id-display-name	false	After the next platform configuration refresh interval.
interaction-workspace	voice.user-data.send-only-updated-data-on-complete	true	After the next platform configuration refresh interval.
interaction-workspace	voicemail.access-number	No default value	After the next platform configuration refresh interval.
interaction-workspace	voicemail.notification-types	personal, public	After the next platform configuration refresh interval.
interaction-workspace	voicemail.request-timeout	1	After the next platform configuration refresh interval.
interaction-workspace	voicemail.voicemail-service.request-interval	60	Immediately
interaction-workspace	webrtc.service-urn	No default value	After the next platform configuration refresh interval.
interaction-workspace	workbin.bulk-operation.nb-interactions-perf-impact	10	After the next platform configuration refresh interval.
interaction-workspace	workbin.email.draft	No default value	After the next platform configuration refresh interval.
interaction-workspace	workbin.email.draft.displayed-columns	To,Subject,Submitted	After the next platform configuration refresh interval.
interaction-workspace	workbin.email.in-progress	No default value	After the next platform configuration refresh interval.
interaction-workspace	workbin.email.in-progress.displayed-columns	From,Subject,Received	After the next platform configuration refresh interval.
interaction-workspace	workbin.email.review	No default value	After the next platform configuration refresh interval.
interaction-workspace	workbin.email.review.displayed-columns	To,Subject,Submitted	After the next platform configuration refresh interval.
interaction-workspace	workbin.quick-search-attributes	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname></code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.displayed-columns</code>	From,To,Subject,Received	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.quick-search-attributes</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.<media-type>.in-progress</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workspace-toolkit.enable</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>workspace.web-content</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workspace.web-content.url-encoding-defense-enabled</code>	INTERNAL	Immediately
queue-presence	<code>associated-object-ids</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>associated-object-type</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>error-level</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>object-ids</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>object-ids</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>statistic-name</code>	AverageWaitingTime	After the next platform configuration refresh interval.
queue-presence	<code>statistic-text</code>	<code>118n.AverageWaitingTime</code>	After the next platform configuration refresh interval.
queue-presence	<code>warning-level</code>	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
routing-point-presence	<code>associated-object-ids</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>associated-object-type</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>error-level</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>object-ids</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>statistic-name</code>	AverageWaitingTime	After the next platform configuration refresh interval.
routing-point-presence	<code>statistic-text</code>	\$!18n.AverageWaitingTime\$	After the next platform configuration refresh interval.
routing-point-presence	<code>warning-level</code>	No default value	After the next platform configuration refresh interval.
workspace-service	<code>attachment.max-file-upload-size</code>	8	Immediately
workspace-service	<code>attachment.restrict-to-file-types</code>	jpg,png,gif,pdf,doc,docx,ppt,pptx,txt,json	Immediately
workspace-service	<code>attachment.<media-type>.restrict-to-file-types</code>	jpg,png,gif,pdf,doc,docx,ppt,pptx,txt,json	Immediately
workspace-service	<code>chat.message.max-length</code>	64000	Immediately
workspace-service	<code>file-type.extension-definition.jpg</code>		Immediately
workspace-service	<code>openmedia.chat-history-channels</code>	No default value	Immediately
Section	Option	Default	Changes Take Effect