Workspace Desktop Edition

interaction-workspace Section

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interaction-workspace Section

These options can be configured on the following Configuration Layer objects:

- Workspace Application object
- Tenant
- Agent Group
- User (Agent)

The options are grouped into categories. The Section interaction-workspace topic of the *Workspace Deployment Guide* breaks down the categories and provides a brief description of each.

The majority of Workspace 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, Tenant, Agent Group, or User level; some can be configured on other objects such as DNs, skills, and switches. For more information about using Workspace configuration options, refer to Introduction to Configuration Options.

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.emojis-business-attribute` is part of the **chat** functionality group. It enables you to specify the name of the **business attribute** that contains the **emojis** that agents enabled for the Chat channel can use in the Chat window. The options are named to help you know quickly what the option does.

The *Workspace Deployment 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.

- <media-type>.auto-answer
- <media-type>.prompt-for-done
- <media-type>.pull-from-history-isenabled
- <media-type>.ringing-bell
- <media-type>.toast-information-key
- accessibility.agent-state-change-bell
- accessibility.interaction-state-change-bell
- accessibility.visual-impairment-profile
- accessibility.warning-message-bell
- active-recording.screen-recorder-executable
- active-recording.screen-recorder-host
- active-recording.voice.recorder-uri
- active-recording.voice.recording-type
- agent-status.enabled-actions-by-channel
- agent-status.enabled-actions-global
- agent-status.not-ready-reasons
- alert.timeout
- application.available-layouts
- broadcast.color.high-priority
- broadcast.color.important-

- priority
- broadcast.color.low-priority
- broadcast.color.minimal-priority
- broadcast.color.normal-priority
- broadcast.displayed-columns
- broadcast.dn
- broadcast.mark-read-timeout
- broadcast.message-content
- broadcast.preview-timeout
- broadcast.sound.high-priority
- broadcast.sound.important-priority
- broadcast.sound.low-priority
- broadcast.sound.minimal-priority
- broadcast.sound.normal-priority
- broadcast.subscribed.topics
- broadcast.toast-summary
- broadcast.value-business-attribute
- case-data.float-separator
- channel-information.window-title
- chat.agent.prompt-color
- chat.agent.text-color
- chat.auto-answer
- chat.client.prompt-color
- chat.client.text-color
- chat.enable-auto-disconnect
- chat.new-message-bell
- chat.nickname
- chat.other-agent.prompt-color
- chat.other-agent.text-color
- chat.pending-response-to-customer
- chat.prompt-for-end
- chat.reconnect-attempts
- chat.reconnect-timeout
- chat.ringing-bell
- chat.system.text-color
- chat.time-stamp
- chat.toast-information-key
- chat.typing-isenabled
- chat.typing-timeout
- contact.available-directory-page-sizes
- contact.cache-timeout-delay
- contact.date-search-types
- contact.default-directory-page-size
- contact.directory-advanced-default
- contact.directory-default-mode
- contact.directory-displayed-columns
- contact.directory-permissions.<ContactAttributeName>
- contact.directory-search-attributes
- contact.directory-search-types
- contact.displayed-attributes
- contact.history-advanced-default
- contact.history-default-time-filter-main
- contact.history-displayed-columns
- contact.history-displayed-columns-treeview
- contact.history.filters-<attribute>
- contact.history.media-filters
- contact.history-search-
- attributes
- contact.last-called-agent.enable
- contact.last-called-agent.<media-type>.enable
- contact.lookup.enable
- contact.lookup.enable-create-contact
- contact.lookup.<media-type>.enable
- contact.lookup.<media-type>.enable-create-contact
- contact.mandatory-attributes
- contact.metrics.enable-interactions-in-progress
- contact.metrics.time-frame-customer-notification
- contact.multiple-value-attributes
- contact.myhistory-default-time-filter-main
- contact.myhistory-displayed-columns
- contact.myhistory-displayed-columns-treeview
- contact.threading-ucs-interaction.enable
- contact.timeout-delay
- contact.ucs-interaction.<media-type>.enable-create
- contact.ucs-interaction.<media-type>.enable-lookup
- contact.ucs-interaction.<media-type>.use-server-date
- dial-plan-rule-<name>
- disaster-recovery.auto-restore
- disaster-recovery.disable-login-errors
- disaster-recovery.enabled

- disaster-recovery.peer-site
- disaster-recovery.preferred-site
- disaster-recovery.restore-agent-state
- disaster-recovery.timeout
- disaster-recovery.wait-for-sipphone-timeout
- display-format.acd-queue.name
- display-format.agent-name
- display-format.caller-name
- display-format.case-name-format
- display-format.chat-agent-name
- display-format.current-agent-name
- display-format.customer-name-format
- display-format.interaction-callback-name
- display-format.interaction-chat-name
- display-format.interaction-email-name
- display-format.interaction-im-name
- display-format.interaction-outbound-pull-preview-name
- display-format.interaction-outbound-push-preview-name
- display-format.interaction-queue.name
- display-format.interaction-sms-name
- display-format.interaction-voice-name
- display-format.interaction-workitem-name
- display-format.routing-point.name

- editor.font-size-units
- email.attachment-download-timeout
- email.auto-answer
- email.default-queue
- email.forward-queue
- email.from-addresses
- email.html-format
- email.include-original-text-in-reply
- email.max-attachments-size
- email.move-inbound-to-in-progress-workbin-on-reply
- email.outbound-queue
- email.prompt-for-done
- email.pull-from-history-isenabled
- email.qa-review-dispositions-business-attribute
- email.quote-char
- email.reply-format
- email.reply-prefix
- email.restricted-attachment-file-types
- email.ringing-bell
- email.set-ownerid-on-send
- email.signature
- email.toast-information-key
- expression.email-address
- expression.phone-number
- expression.phone-number.supported-characters
- expression.url
- gadget-statistics.displayed-call-center-statistics
- gadget-statistics.displayed-kpis
- gadget-statistics.nb-tagged-stats-per-page

- gadget-statistics.show
- gadget.window-title
- general.configuration-update-notification
- general.gad.attached-data
- general.non-unicode-connection-encoding
- im.agent.prompt-color
- im.agent.text-color
- im.auto-answer
- im.new-message-bell
- im.other-agent.prompt-color
- im.other-agent.text-color
- im.prompt-for-end
- im.ringing-bell
- im.system.text-color
- im.time-stamp
- im.toast-timeout
- interaction-bar.detail-tooltip.max-height
- interaction.case-data.content
- interaction.case-data.enable-url-preview
- interaction.case-data.format-business-attribute
- interaction.case-data.frame-color
- interaction.case-data.header-foreground-color
- interaction.case-data.is-read-only-on-idle
- interaction.consult-user-data
- interaction.disposition.is-mandatory
- interaction.disposition.is-read-only-on-idle
- interaction.disposition.key-name
- interaction.disposition.use-

- attached-data
- interaction.disposition.use-connection-id
- interaction.disposition.value-business-attribute
- interaction.evaluate-real-party-for-agent
- interaction-management.available-interaction-page-sizes
- interaction-management.filters
- interaction-management.interactions-filter.displayed-columns
- interaction-management.sort-result-pages-locally
- interaction.override-option-key
- interaction.reject-route
- interaction.window.popup-topmost-z-order
- interaction.window.show-case-interaction-panel-button
- interaction.window.show-in-taskbar
- interaction.window-title
- interactions.window.allows-transparency-on-winos6
- intercommunication.chat.conference.invite-timeout
- intercommunication.chat.queue
- intercommunication.chat.routing-based-actions
- intercommunication.chat.routing-based-targets
- intercommunication.email.queue
- intercommunication.email.routing-based-actions
- intercommunication.email.routing-based-targets
- intercommunication.im.routing-based-actions

- intercommunication.im.routing-based-targets
- intercommunication.im.routing-points
- intercommunication.sms.queue
- intercommunication.sms.routing-based-actions
- intercommunication.sms.routing-based-targets
- intercommunication.voice.routing-based-actions
- intercommunication.voice.routing-based-targets
- intercommunication.voice.routing-points
- intercommunication.<media-type>.queue
- intercommunication.<media-type>.routing-based-actions
- intercommunication.<media-type>.routing-based-targets
- keyboard.hotkey.agent-not-ready
- keyboard.hotkey.agent-not-ready-with-reason.<action-code>
- keyboard.hotkey.agent-ready
- keyboard.hotkey.decrease-microphone-volume-active-sip-call
- keyboard.hotkey.decrease-speaker-volume-active-sip-call
- keyboard.hotkey.hold-active-call
- keyboard.hotkey.increase-microphone-volume-active-sip-call
- keyboard.hotkey.increase-speaker-volume-active-sip-call
- keyboard.hotkey.mute-microphone-active-sip-call
- keyboard.hotkey.mute-

- speaker-active-sip-call
- keyboard.hotkey.release-active-call
- keyboard.hotkey.toaster.accept
- keyboard.hotkey.toaster.decline
- keyboard.shortcut.action.help
- keyboard.shortcut.contact.assigncontact
- keyboard.shortcut.contact.reset
- keyboard.shortcut.contact.save
- keyboard.shortcut.interaction.chat.conference
- keyboard.shortcut.interaction.chat.end
- keyboard.shortcut.interaction.chat.transfer
- keyboard.shortcut.interaction.consult
- keyboard.shortcut.interaction.email.add-attachments
- keyboard.shortcut.interaction.email.delete
- keyboard.shortcut.interaction.email.forward
- keyboard.shortcut.interaction.email.interim-send
- keyboard.shortcut.interaction.email.print
- keyboard.shortcut.interaction.email.reply
- keyboard.shortcut.interaction.email.reply-all
- keyboard.shortcut.interaction.email.save
- keyboard.shortcut.interaction.email.save-in-workbin
- keyboard.shortcut.interaction.email.send
- keyboard.shortcut.interaction.email.transfer
- keyboard.shortcut.interaction.im.release
- keyboard.shortcut.interaction.mark-done
- keyboard.shortcut.interaction.preview.call-record
- keyboard.shortcut.interaction.preview.cancel-record
- keyboard.shortcut.interaction.preview.mark-done
- keyboard.shortcut.interaction.preview.mark-done-get-next

- keyboard.shortcut.interaction.preview-reject-record
- keyboard.shortcut.interaction.sms.delete
- keyboard.shortcut.interaction.sms.transfer
- keyboard.shortcut.interaction.voice.answer-call
- keyboard.shortcut.interaction.voice.hold-call
- keyboard.shortcut.interaction.voice.pause-recording-call
- keyboard.shortcut.interaction.voice.reconnect-call
- keyboard.shortcut.interaction.voice.release-call
- keyboard.shortcut.interaction.voice.resume-call
- keyboard.shortcut.interaction.voice.resume-recording-call
- keyboard.shortcut.interaction.voice.single-step-conference
- keyboard.shortcut.interaction.voice.single-step-transfer
- keyboard.shortcut.interaction.voice.start-recording-call
- keyboard.shortcut.interaction.voice.stop-recording-call
- keyboard.shortcut.interaction.webcallback.call-contact
- keyboard.shortcut.interaction.webcallback.mark-done
- keyboard.shortcut.interaction.workitem.move-to-workbin
- keyboard.shortcut.interaction.workitem.transfer
- keyboard.shortcut.state.logout
- keyboard.shortcut.state.not-ready
- keyboard.shortcut.state.not-ready-after-call-work
- keyboard.shortcut.state.ready
- keyboard.shortcut.teamlead.chat.bargein
- keyboard.shortcut.teamlead.chat.stop-monitoring

- keyboard.shortcut.teamlead.stop-monitoring
- keyboard.shortcut.teamlead.voice.bargein
- keyboard.shortcut.teamlead.voice.coaching
- keyboard.shortcut.teamlead.voice.monitor
- keyboard.shortcut.teamlead.voice.stop-monitoring
- keyboard.shortcut.toaster.accept
- keyboard.shortcut.toaster.decline
- kpi.displayed-kpis
- kpi.refresh-time
- kpi.show-agent-groups
- license.lrm-enabled
- log.default-filter-type
- log.ESDK
- log.expire
- log.filter-data.<keyName>
- log.max-age
- log.PSDK
- log.segment
- log.Trace
- log.verbose
- login.chat.auto-not-ready-reason
- login.chat.can-unactivate-channel
- login.chat.is-auto-ready
- login.default-place
- login.email.auto-not-ready-reason
- login.email.can-unactivate-channel
- login.email.is-auto-ready
- login.enable-login-without-channel
- login.enable-place-completion
- login.enable-same-agent-place

- login.im.auto-not-ready-reason
- login.im.available-queues
- login.im.can-unactivate-channel
- login.im.is-auto-ready
- login.im.prompt-agent-login-id
- login.im.prompt-dn-password
- login.im.prompt-queue
- login.prompt-place
- login.sip-cluster.phone-number
- login.sip-cluster.store-recent-phone-number
- login.sms.auto-not-ready-reason
- login.sms.can-unactivate-channel
- login.sms.is-auto-ready
- login.store-recent-place
- login.voice.auto-not-ready-reason
- login.voice.available-queues
- login.voice.can-unactivate-channel
- login.voice.force-relogin
- login.voice.is-auto-ready
- login.voice.prompt-agent-login-id
- login.voice.prompt-dn-less-phone-number
- login.voice.prompt-dn-password
- login.voice.prompt-queue
- login.webcallback.auto-not-ready-reason
- login.webcallback.can-unactivate-channel
- login.webcallback.is-auto-ready

- login.workmode
- login.<media-type>.auto-not-ready-reason
- login.<media-type>.can-unactivate-channel
- login.<media-type>.is-auto-ready
- logout.enable-exit-on-logoff-error
- main-window.dockable
- main-window.window-title
- openmedia.bundle.sms
- openmedia.workitem-channels
- options.record-option-locally-only
- outbound.call-result-automatically-selected
- outbound.call-result-values
- outbound-callback.ringing-bell
- outbound.campaign-stale-timeout
- outbound.fields.float-separator-in-db
- outbound.push-preview.auto-answer
- outbound.push-preview.media-types
- outbound.push-preview.use-combined-channel
- outbound.record-information.frame-color
- outbound.record-information.header-foreground-color
- outbound.sound.campaign-updated
- outbound.treatment-mode
- presence.evaluate-presence
- printing.use-print-preview

- security.disable-rbac
- security.enable-debug-information
- security.inactivity-not-ready-reason
- security.inactivity-set-agent-not-ready
- security.inactivity-timeout
- sip-cluster.data-center-locations
- sip-cluster.reconnect-timeout
- sipendpoint.audio.headset.audio_in_agc_enabled
- sipendpoint.audio.incoming.use_agc
- sipendpoint.authenticate-with-dn-password
- sipendpoint.exit-on-voice-logoff
- sipendpoint.genesyslab.beeptone.beeptone_timeout
- sipendpoint.genesyslab.beeptone.enable_beeptone
- sipendpoint.genesyslab.beeptone.play_locally
- sipendpoint.genesyslab.control.auto_answer
- sipendpoint.genesyslab.device.audio_in_device
- sipendpoint.genesyslab.device.audio_out_device
- sipendpoint.genesyslab.device.error_code_when_headset_na
- sipendpoint.genesyslab.device.headset_name
- sipendpoint.genesyslab.device.manual_audio_devices_configure
- sipendpoint.genesyslab.device.rejects_call_when_headset_na
- sipendpoint.genesyslab.device.use_headset
- sipendpoint.genesyslab.dtmf.pause_start_stop_dtmf
- sipendpoint.genesyslab.dtmf.play_locally
- sipendpoint.genesyslab.system.log_level_AbstractPhone
- sipendpoint.genesyslab.system.log_level_Audio
- sipendpoint.genesyslab.system.log_level_Auto Configuration
- sipendpoint.genesyslab.system.log_level_CCM
- sipendpoint.genesyslab.system.log_level_Conference
- sipendpoint.genesyslab.system.log_level_Contacts

- sipendpoint.genesyslab.system.log_level_DI
- sipendpoint.genesyslab.system.log_level_Er
- sipendpoint.genesyslab.system.log_level_Jit
- sipendpoint.genesyslab.system.log_level_Lie
- sipendpoint.genesyslab.system.log_level_M
- sipendpoint.genesyslab.system.log_level_Pr
- sipendpoint.genesyslab.system.log_level_RT
- sipendpoint.genesyslab.system.log_level_Se
- sipendpoint.genesyslab.system.log_level_St
- sipendpoint.genesyslab.system.log_level_ST
- sipendpoint.genesyslab.system.log_level_Tr
- sipendpoint.genesyslab.system.log_level_U5 Devices
- sipendpoint.genesyslab.system.log_level_Ut
- sipendpoint.genesyslab.system.log_level_Vc Quality
- sipendpoint.genesyslab.system.log_level_XI
- sipendpoint.headset-enforce-configured-usage
- sipendpoint.headset-replugged-set-ready
- sipendpoint.headset-unplugged.not-ready-reason
- sipendpoint.headset-unplugged-set-not-ready
- sipendpoint.permit-voice-attempt-timer
- sipendpoint.log.verbose
- sipendpoint.proxies.proxy0.reregister_in_sec
- sipendpoint.proxies.proxy1.reregister_in_sec
- sipendpoint.retain-volume-settings-between-sessions
- sipendpoint.rtp.2833.enabled
- sipendpoint.rtp.2833.hold_over_time_in_ms
- sipendpoint.rtp.2833.packet_time_in_ms
- sipendpoint.rtp.2833.payload_number
- sipendpoint.rtp.inactivity.timer_enabled

- sipendpoint.sbc-register-address
- sipendpoint.sbc-register-address.peer
- sipendpoint.sbc-register-port
- sipendpoint.sbc-register-port.peer
- sipendpoint.system.diagnostics.enable-logging
- sipendpoint.system.diagnostics.log-level
- sipendpoint.system.dtmf.force_send_in_band
- sipendpoint.system.dtmf.minimum_rfc2833_play_time
- sipendpoint.system.indialog_notify.enable_indialognotify
- sipendpoint.system.network.dtx_enabled
- sipendpoint.system.qos.audio
- sipendpoint.transport-protocol
- sipendpoint.tuning.mixer.allow_master_volume_change
- sms.agent.prompt-color
- sms.agent.text-color
- sms.auto-answer
- sms.client.prompt-color
- sms.client.text-color
- sms.default-queue
- sms.from-numbers-business-attribute
- sms.max-message-number
- sms.other-agent.prompt-color
- sms.other-agent.text-color
- sms.outbound-queue
- sms.prompt-for-done
- sms.ringing-bell
- sms.subject-max-chars
- sms.time-stamp
- sms.transcript-time-frame
- sounds.preloadfiles
- spellchecker.corporate-dictionary

- spellchecker.corporate-dictionary-file
- standard-response.categories
- standard-response.default-search-type
- standard-response.enable-usage-feedback
- standard-response.languages
- standard-response.suggested-responses-min-relevancy
- statistics.displayed-statistics
- statistics.queues
- statistics.refresh-time
- statistics.routing-points
- system-tray.tooltip
- teamcommunicator.add-recent-filters.voice
- teamcommunicator.always-clear-textbox-on-new-interaction
- teamcommunicator.contact-favorite-fields
- teamcommunicator.corporate-favorites
- teamcommunicator.corporate-favorites-file
- teamcommunicator.custom-favorite-fields
- teamcommunicator.internal-favorite-fields
- teamcommunicator.list-filter-showing
- teamcommunicator.list-status-reachable
- teamcommunicator.load-at-startup
- teamcommunicator.max-suggestion-size
- teamcommunicator.recent-max-records
- teamcommunicator.request-

- start-timer
- teamlead.agent-status.enabled-agent-group-security-mode
- teamlead.monitoring-scope
- toast.case-data.content
- toast.case-data.format-business-attribute
- toast.window-title
- views.CaseContactRegion.activate-order
- views.CaseContactRegion.order
- views.CaseViewSideButtonRegion.order
- views.ContactInfoHistoryMultiRegion.activate-order
- views.ContactInfoHistoryMultiRegion.order
- views.ContactTabBottomHistoryMultiRegion.order
- views.ContactTabBottomHistoryMultiRegion
- views.InteractionDetailsRegion.activate-order
- views.InteractionDetailsRegion.order
- views.ToolbarWorkplaceRegion.activate-order
- views.ToolbarWorkplaceRegion.order
- views.ToolbarWorksheetButtonRegion.order
- views.WorkbinsTabBottomHistoryMultiRegion.order
- views.WorkbinsTabBottomHistoryMultiRegion
- voice.auto-answer
- voice.dtmf-inactivity-typing-timeout
- voice.enable-init-conference
- voice.enable-make-call-consultation
- voice.mark-done-on-release
- voice.one-step-trsf-mode
- voice.prompt-for-end
- voice.ringing-bell

- webcallback.auto-answer
- webcallback.auto-dial
- webcallback.callback-information.content
- webcallback.callback-information.frame-color
- webcallback.callback-information.header-foreground-color
- webcallback.complete-queue
- webcallback.park-queue

- webcallback.reschedule-queue
- webcallback.ringing-bell
- webproxy.address
- webproxy.password
- webproxy.username
- workbin.email.draft
- workbin.email.draft.displayed-columns
- workbin.email.in-progress

- workbin.email.in-progress.displayed-columns
- workbin.<media-type>.<workbin-nickname>
- workbin.<media-type>.<workbin-nickname>.displayed-columns
- workbin.<media-type>.in-progress
- workbin.<media-type>.in-progress.displayed-columns

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the *Workspace Desktop Edition Deployment Guide*.

Tip
The following descriptions were generated by dynamic query and include cached results that may be up to one day old. Click here to refresh the query.

<media-type>.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specify whether a specific workitem interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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<media-type>.prompt-for-done

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies if the application prompts a confirmation message when a user clicks the 'done' button. This option is only available for interaction open media. This option can be overridden by a routing strategy as described in Deployment Guide.

<media-type>.pull-from-history-isenabled

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

Specifies whether it is possible to pull an interaction of the specified media type from Contact History. This option is applicable only if at least one of the following privileges has been granted to the agent: "Contact - Can Pull From Queue", "Contact - Can Pull Interactions In Shared Workbins", "Contact - Can Pull Interactions In Workbins Not Owned By The User".
Before enabling this function for a given workitem media type, ensure with your plug-in vendor that this feature is correctly supported.

<media-type>.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when interaction of type <media-type> is ringing. For example: "Sounds\Ring.mp3

<media-type>.toast-information-key

Default Value: Subject
Valid Values: Any valid attached data key name.
Changes Take Effect: At the next interaction.

Specifies whether the information area is displayed in the specified workitem channel interaction notification. This option provides the name of the attached data key that contains the information. This option can be overridden by a routing strategy as described in Deployment Guide.

accessibility.agent-state-change-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the agent state change sound-configuration string. For example: "Sounds\bell.mp3

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accessibility.interaction-state-change-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the interaction state change sound-configuration string. For example: "Sounds\chord.mp3

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accessibility.visual-impairment-profile

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the profile for visually impaired users is active. This option enables more interface elements to be focusable (accessible from keyboard navigation and mouse-over) so that they can be navigated from Screen Reader applications.

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accessibility.warning-message-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the warning message sound-configuration string. For example: "Sounds\warning.mp3

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active-recording.screen-recorder-executable

Default Value:

Valid Values: A valid command line string.
Changes Take Effect: At next application start.

The path to the executable of the screen recorder that must be installed on the same workstation as Interaction Workspace.

active-recording.screen-recorder-host

Default Value:
Valid Values: A valid command line string.
Changes Take Effect: At next application start.

The name of the central host of the Screen Recorder database to which the local screen recorder application connects.

active-recording.voice.recorder-uri

Default Value:
Valid Values: A string in format sip:host:port
Changes Take Effect: At application restart.

Specifies the URI of the voice recorder. Use this option if you will use a voice recorder other than the one that is configured in GVP.

active-recording.voice.recording-type

Default Value: NETANN
Valid Values: NETANN or MSML
Changes Take Effect: At application restart.

Specifies the type of voice recording to be used. NETANN and MSML are supported.

- NETANN: Legacy call recording using NETANN can be provided by Stream Manager or Genesys Media Server.

- MSML (Active Recording): Call recording through Media Server Markup Language (MSML) is provided through Genesys Media Server only. For details about this type of recording, refer to "Call Recording—MSML-based" in the SIP Server Deployment Guide.

agent-status.enabled-actions-by-channel

Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff
Valid Values: Comma-separated list of action names from the following list: Ready, NotReady, NotReadyReason, AfterCallWork, Dnd, LogOn, LogOff.
Changes Take Effect: Immediately.

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

agent-status.enabled-actions-global

Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff
Valid Values: Ready,NotReady,Dnd,AfterCallWork,NotReadyReason,LogOn,LogOff
Changes Take Effect: Immediately.

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

agent-status.not-ready-reasons

Default Value:
Valid Values: Comma-separated list of Action Code names of type "Not Ready"; empty means all not ready action codes are considered
Changes Take Effect: Immediately.

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

alert.timeout

Default Value: 10
Valid Values: An integer value greater than or equal to 0.
Changes Take Effect: When the application is started or restarted.

Specifies the duration, in seconds, of the contextual warning messages that are displayed in the windows of the application. The value 0 means that message notifications are not automatically closed and must be closed manually.

application.available-layouts

Default Value: main-window,gadget
Valid Values: main-window,gadget
Changes Take Effect: When the application is started or restarted.

Specifies which views are available, and which view is displayed on login. If the option is empty, the Main window and the Gadget are not accessible, and Interaction Worskspace starts in the system tray. The order defines the default view on initial login.

broadcast.color.high-priority

Default Value:

1. FF663399

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the border of the Message view frames for high priority messages. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color.

broadcast.color.important-priority

Default Value:

1. FFFF0000

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the border of the Message view frames for important priority messages. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color.

broadcast.color.low-priority

Default Value:

1. FF999999

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the border of the Message view frames for low priority messages. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color.

broadcast.color.minimal-priority

Default Value:

1. FFCCCCCC

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the border of the Message view frames for minimal priority messages. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color.

broadcast.color.normal-priority

Default Value:

1. FFDFE8F6

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the border of the Message view frames for normal priority messages. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color.

broadcast.displayed-columns

Default Value: MessageTypeIcon,MessageType,Sender,Subject,Priority,Date,Topic
Valid Values: A comma-separated list of valid object types from the following: MessageTypeIcon, MessageType, Sender, Subject, Priority, Date, Topic, Id, any key of custom data
Changes Take Effect: When the application is started or restarted.

Specifies the names of the columns that are displayed in the MyMessage view.

broadcast.dn

Default Value:
Valid Values: A comma-separated list of DN and switch names in the following format:
dn_name@switch
Changes Take Effect: When the application is started or restarted.

Specifies the list of Communication DNs that are used for Broadcasting.
Interaction Workspace registers to the specified DNs when a corresponding TServer connection is configured in the application and then considers all messages sent on these connections.

broadcast.mark-read-timeout

Default Value: 5
Valid Values: from 0 to MAXINT
Changes Take Effect: When the application is started or restarted.

Specifies the duration, in seconds, that the broadcast message tooltip is displayed before the message is marked as read. If the duration is 0, this feature is not applied; then, the message is not considered to be read until the agent selects it for reading.

broadcast.message-content

Default Value: Subject, Sender,Priority, Date, Topic, Body
Valid Values: A comma-separated list of valid object types from the following: Subject, Sender, Priority, Date, Topic, Body, MessageType, Id, any key of custom data
Changes Take Effect: At the next message.

Specifies the attributes that are displayed in the Broadcast Message window and in the item tooltip of the MyMessages view.

broadcast.preview-timeout

Default Value: 10
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next message.

Defines the duration, in seconds, that the preview of the broadcast message is displayed in the

Information area of the Main Window. The value 0 means the Preview is not displayed.

broadcast.sound.high-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound configuration string of messages of type important. For example: "Sounds\
HighMessage.mp3

broadcast.sound.important-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound-configuration string of a message of type important. For example: "Sounds\
ImportantMessage.mp3

broadcast.sound.low-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound configuration string of messages of type important. For example: "Sounds\
LowMessage.mp3

broadcast.sound.minimal-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound configuration string of messages of type important. For example: "Sounds\
MinimalMessage.mp3

broadcast.sound.normal-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound configuration string of messages of type important. For example: "Sounds\
NormalMessage.mp3

broadcast.subscribed.topics

Default Value: All,$Agent$,$AgentGroup$
Valid Values: A comma-separated list of string
Changes Take Effect: When the application is started or restarted.

Specifies the list of topics to which agents can be subscribed. The key $Agent$ defines the username of the agent. The key $AgentGroup$ defines all agent groups of which the agent is a member.

broadcast.toast-summary

Default Value: Sender, Priority,Subject,FewWords
Valid Values: A comma-separated of valid object types from the following: Sender, Priority, Subject, FewWords, Topic, MessageType, any key of custom
Changes Take Effect: At the next message.

Determines the attributes display in the broadcast message notification.

broadcast.value-business-attribute

Default Value:
Valid Values: A valid Business Attribute name.
Changes Take Effect: When the application is started or restarted.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for custom attribute of message.

case-data.float-separator

Default Value:
Valid Values: A valid float separator. Typical float separators are: '.',',','\'
Changes Take Effect: Immediately.

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

channel-information.window-title

Default Value: $Window.Title$
Valid Values:
$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$
Changes Take Effect: Immediately.

Defines the title of the window that prompts for place and media login data that appears in the Windows Task Bar by specifying a string that contains the following field codes:$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$, $Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$. If all field codes are empty, the following field codes are used: $Window.Title$.

chat.agent.prompt-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the prompt for the messages entered by the agent in the Chat view.

chat.agent.text-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the agent in the Chat view.

chat.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

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

chat.client.prompt-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the target client in the Chat view.

chat.client.text-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Color of the client text in the Chat view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

chat.enable-auto-disconnect

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

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

chat.new-message-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: Immediately

Specifies the configuration string for the new Chat Message sound. For example: "Sounds\bell.mp3

chat.nickname

Default Value: $Agent.UserName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.FullName$,$Agent.EmployeeId$,$AttachedData
(Y: attached data key name).
Changes Take Effect: At the next interaction.

Specifies the nickname that is used to join the chat session (presented to the customer) by a string that can contain regular characters and the following field codes:
$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.FullName$,$Agent.EmployeeId$,$AttachedData
(Y: attached data key name).
This option can be overridden by a routing strategy as described in Deployment Guide.

chat.other-agent.prompt-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the target agent in the Chat view.

chat.other-agent.text-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Color of the other agent text in the Chat view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

chat.pending-response-to-customer

Default Value: 30,50
Valid Values: A comma-separated list value: warning time, maximum time
Changes Take Effect: At the next interaction.

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

chat.prompt-for-end

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies if application prompts a confirmation message when a user clicks the 'end' button. This option can be overridden by a routing strategy as described in Deployment Guide.

chat.reconnect-attempts

Default Value: 5
Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

Defines the number of reconnection attemps to the chat session to make in the case of a connection loss.

chat.reconnect-timeout

Default Value: 5
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.

Specifies the duration, in seconds, between each attemp to reconnect to the chat session in the case of a connection loss.

chat.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when Chat interaction is ringing. For example: "Sounds\Ring.mp3

chat.system.text-color

Default Value:

1. FF8C8C8C

Valid Values: Valid Hexadecimal (HTML) color code.
Changes Take Effect: Immediately.

Specifies the color of the text for system messages in the Chat view.

chat.time-stamp

Default Value: true

Valid Values: true, false
Changes Take Effect: Immediately.

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

chat.toast-information-key

Default Value: Subject
Valid Values:
Changes Take Effect: At the next interaction.

Specifies whether the Information area is displayed in the Chat interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy as described in Deployment Guide.

chat.typing-isenabled

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether typing notification is enabled. It should be disabled for Chat Server lower than 8.0.1.

chat.typing-timeout

Default Value: 10
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.

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

contact.available-directory-page-sizes

Default Value: 5,10,25,50
Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

Changes Take Effect: When the application is started or restarted.

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

contact.cache-timeout-delay

Default Value: 600
Valid Values: An integer from 1 through 3600.
Changes Take Effect: When the application is started or restarted.

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

contact.date-search-types

Default Value: On,OnOrAfter,Before
Valid Values: Select at least one from the list.
Changes Take Effect: When the application is started or restarted.

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

contact.default-directory-page-size

Default Value: 10
Valid Values: An integer from 1 through 50.
Changes Take Effect: When the application is started or restarted.

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

contact.directory-advanced-default

Default Value: LastName,PhoneNumber
Valid Values: A comma-separated value list of Attribute Value names that correspond to searchable contact field names.
Changes Take Effect: When the application is started or restarted.

The list of Contact fields that can be used in an advanced search.

contact.directory-default-mode

Default Value: ListView
Valid Values: A value from the following list: ListView, GridView
Changes Take Effect: Immediately.

Specifies which view of the Contact Directory is displayed by default.

- ListView: Quicker search performance and tokenized search items, but no sort on the result.

- GridView: Results are sortable result, but the search is less powerful, and the search items are non-tokenized.

contact.directory-displayed-columns

Default Value: LastName,FirstName,PhoneNumber,EmailAddress
Valid Values: A comma-separated value list of Attribute Value names corresponding to contact field names, for example: LastName, FirstName, PhoneNumber, EmailAddress.
Changes Take Effect: When the application is started or restarted.

The list of contact fields displayed when the results of a contact search is rendered.

contact.directory-permissions.<ContactAttributeName>

Default Value:
Valid Values: In a key, a valid searchable contact attribute name. In a value, a comma-separated list of strings applicable to the specified contact attribute.
Changes Take Effect: At the next contact search.

This option can be used as a template to specify a contact attribute name (in a key) and the associated values (in a value) that is used to restrict the access of specific agents to the contact directory.

contact.directory-search-attributes

Default Value: LastName,FirstName,PhoneNumber,EmailAddress

Valid Values: A comma-separated value list of Attribute Value names that correspond to searchable contact field names.
Changes Take Effect: When the application is started or restarted.

The list of Contact fields that can be used as search parameters

contact.directory-search-types

Default Value: contains,begins-with,is
Valid Values: Select at least one item from the list.
Changes Take Effect: When the application is started or restarted.

The list of search types that are available for the agent to use to search the contact database. Specifying the value contains may have a performace impact.

contact.displayed-attributes

Default Value: Title,FirstName,LastName,PhoneNumber,EmailAddress
Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names, for example: LastName, FirstName, PhoneNumber, EmailAddress.
Changes Take Effect: When the application is started or restarted.

The list of Contact fields that are displayed when a Contact record is rendered.

contact.history-advanced-default

Default Value: Status,StartDate
Valid Values: A comma-separated value list of Contact History items to display in the interaction view, for example: Status, StartDate
Changes Take Effect: When the application is started or restarted.

Defines the list of Contact History items that can be used in an advanced search.

contact.history-default-time-filter-main

Default Value: 1M
Valid Values: A value from the following list: All, 1M, 1W, 1D
Changes Take Effect: When the application is started or restarted, or at the next interaction.

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

- All: all interactions from Main UCS Data Base.

- 1M: interactions from Main UCS Data Base that were created less than 1 month ago.

- 1W: interactions from Main UCS Data Base that were created less than 1 week ago.

- 1D: interactions from Main UCS Data Base that were created less than 1 day ago.

contact.history-displayed-columns

Default Value: Status,Subject,StartDate,EndDate,OwnerId
Valid Values: A comma-separated value list of Contact History items to display in the interaction view, for example: Status, Subject, StartDate, EndDate, OwnerId.
Changes Take Effect: When the application is started or restarted.

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

contact.history-displayed-columns-treeview

Default Value: Subject,Status,StartDate
Valid Values: A comma-separated value list of Contact History items to display in the threaded view of interactions, for example: Status, Subject, StartDate, EndDate, OwnerId.
Changes Take Effect: When the application is started or restarted.

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

contact.history.filters-<attribute>

Default Value:
Valid Values: In a key, a valid searchable interaction attribute name. In a value, a comma-separated list of strings that are applicable to the specified interaction attribute.In the value, a comma-separated list of strings applicable to the specified interaction attribute. Use the All and $Other$ keywords to enable filtering on "all" or "other" values for this attribute.
Changes Take Effect: At the next contact search.

This option can be used as a template to specify an interaction attribute name (in a key) and the associated values (in a value) that is used to automatically filter the contact history.

contact.history.media-filters

Default Value: voice,email,chat,sms
Valid Values: A comma-separated value of valid media type names including (but not limited to): voice, email, chat, sms, facebook, facebooksession, facebookprivatemessage, twitter, twitterdirect, workitem
Changes Take Effect: When the application is started or restarted.

Specifies the list of media types that can be used to filter the Contact History.

contact.history-search-attributes

Default Value: Status,StartDate,EndDate,Subject
Valid Values: A comma-separated value list of Interaction attributes to display in the interaction view, for example: Status, StartDate, EndDate, Subject
Changes Take Effect: When the application is started or restarted.

Defines the list of Interaction attributes that an agent can use to search the History database.

contact.last-called-agent.enable

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

When set to true, the the attributes LastCalledAgent_EmployeeID, LastCalledAgent_TimeStamp, LCA_EmplID_<interaction-media-type> and LCA_TimeStamp_<interaction-media-type> of the contact are set in contact profile when an interaction is presented to the Agent.
This option can be overridden by a routing strategy as described in Deployment Guide.
Note: This option is taken into account only when the option 'contact.last-called-agent.<media-type>.enable' is not defined for the applicable media type.

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

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

This option can be used as a template to a create a media specific option. When set to true, the attributes LastCalledAgent_EmployeeID, LastCalledAgent_TimeStamp, LCA_EmplID_<interaction-media-type> and LCA_TimeStamp_<interaction-media-type> of the contact are set in contact profile when an interaction of the given media type is presented to the Agent.
This option can be overridden by a routing strategy as described in Deployment Guide.
Note: This option overwrites the contact.last-called-agent.enable option.
Use the 'voice-campaign' media-type to define the lookup behavior in the context of outbound campaign interactions.

contact.lookup.enable

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

Activates the Interaction Workspace features that rely on Universal Contact Server (UCS) for lookup contact when an interaction is presented to the Agent.
This option can be overridden by a routing strategy as described in Deployment Guide.
Note: This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the option 'contact.lookup.<media-type>.enable' is not defined for the applicable media type.

contact.lookup.enable-create-contact

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

When contact look-up is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) can create a contact if the initial search can not find any existing contact.
This option can be overridden by a routing strategy as described in Deployment Guide.
Note: This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the option 'contact.lookup.<media-type>.enable-create-contact' is not defined for the applicable media type.

contact.lookup.<media-type>.enable

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

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

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

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

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

contact.mandatory-attributes

Default Value: FirstName,LastName
Valid Values: A comma-separated value list of Attribute Value names that correspond to contact field names, for example: LastName, FirstName, PhoneNumber, EmailAddress.
Changes Take Effect: When the application is started or restarted.

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

contact.metrics.enable-interactions-in-progress

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Activates the Interaction Workspace features that display the number of eServices interaction that are in progress in the current contact history.

contact.metrics.time-frame-customer-notification

Default Value: 1
Valid Values: An integer value meaning a number of days. If set to 0, no metrics area .
Changes Take Effect: When the application is started or restarted.

Specifies the search timeframe, in days, from which existing in-progress interactions are to be reported. If the value is set to 0, the feature is disabled. If the value is set to a number that is greater than 0, the feature that displays in the interaction view the number of interactions that were sent or received by the contact for the specified number of days is activated.

contact.multiple-value-attributes

Default Value: EmailAddress,PhoneNumber
Valid Values: A comma separated value list of Attribute Value names that correspond to contact field names.
Changes Take Effect: When the application is started or restarted.

A list of contact attributes that can support multiple values.

contact.myhistory-default-time-filter-main

Default Value: 1W
Valid Values: A value from the following list: All, 1M, 1W, 1D
Changes Take Effect: When the application is started or restarted.

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

- All: all interactions from Main UCS Data Base.

- 1M: interactions from Main UCS Data Base that were created less than 1 month ago.

- 1W: interactions from Main UCS Data Base that were created less than 1 week ago.

- 1D: interactions from Main UCS Data Base that were created less than 1 day ago.

contact.myhistory-displayed-columns

Default Value: Status,Subject,StartDate,EndDate
Valid Values: A comma-separated value list of Contact History items to display in the interaction view MyHistory, for example: Status, Subject, StartDate, EndDate.
Changes Take Effect: When the application is started or restarted.

Defines the list of Contact History items that are displayed in MyHistory view.

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contact.myhistory-displayed-columns-treeview

Default Value: Subject,Status,StartDate
Valid Values: A comma-separated value list of Contact History items to be displayed in the threaded view of interactions in the MyHistory view, for example: Status, Subject, StartDate, EndDate, OwnerId.
Changes Take Effect: When the application is started or restarted.

Specifies the list of Contact History items that are displayed in the threaded mode of the MyHistory view.

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contact.threading-ucs-interaction.enable

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

Activates the Interaction Workspace feature that associates interactions that are submitted during multi-channel contact communication, such as `smssession`, in threads in Universal Contact Server history.

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contact.timeout-delay

Default Value: 60
Valid Values: An integer from 1 through 3600.
Changes Take Effect: When the application is started or restarted.

The delay, in seconds, before a UCS request times out.

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

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

Activates the Interaction Workspace feature that generates the interaction history in Universal Contact Server (UCS) based on the inbound and outbound interactions of type <media-type> handled by Interaction Workspace.
Note: The option is forced to the value false for the media-types email, chat, and smssession, as Media Server is responsible for submitting those interactions in UCS.
This option can be overridden by a routing strategy as described in Deployment Guide.
This option replaces contact.ucs-interaction.enable

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contact.ucs-interaction.<media-type>.enable-lookup

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

Activates the Interaction Workspace feature that looks up the history of existing interactions of the given <media-type> in Universal Contact Server (UCS) in order to update their content and status according to live interaction lifecycle.
Note: For the media type 'email', this option is forced to 'true'.
This option can be overridden by a routing strategy as described in Deployment Guide

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contact.ucs-interaction.<media-type>.use-server-date

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies for the specified <media-type> whether Interaction Workspace sets the start and end dates of interactions by using the time of the local agent workstation, or uses the date and time specified by Universal Contact Server (UCS) when it creates or updates an interaction record in UCS.
Use this option as a template and modify its name by replacing the <media-type> by an actual media type defined in Management Framework.
Note: Depending on which UCS version you are using, setting this option to 'true' might generate an additional request to UCS when 'mark done' is set.

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dial-plan-rule-<name>

Default Value:
Valid Values: pattern => digit translation # comment
Changes Take Effect: When the application is started or restarted.

Specifies a dial plan rule. This dial plan rules allows IW to transform the received digits into the actual digits that it uses to make the call. See description in deployment guide chapter XXX
Sample:
'5XXX=>4351707{$DIGITS} # This rule matches any 4-digit number starting with 5 and translates it to the number 43517075XXX'
'5002=>43517075002 # This rule matches the dialed number 5002' and translates it to the number 43517075002'

disaster-recovery.auto-restore

Default Value: true
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

Specifies whether agent should relogged in to the Preferred site as soon as it is avalable.

disaster-recovery.disable-login-errors

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether Interaction Workspace should display media voice login errors in the Login window.

disaster-recovery.enabled

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

Specifies whether Disaster Recovery functionality is activated or not.

disaster-recovery.peer-site

Default Value: DRPeer
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.
Changes Take Effect: When the application is started or restarted

Specifies the Site name to be used as secondary when connecting to any back-end server.

disaster-recovery.preferred-site

Default Value: Preferred
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.
Changes Take Effect: When the application is started or restarted

Specifies the site name to be used as preferred when connecting to any back-end server.

disaster-recovery.restore-agent-state

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether Interaction Workspace should restore last agent state after logging on to the reserved site after the current site fails.

disaster-recovery.timeout

Default Value: 60
Valid Values: valid integer
Changes Take Effect: When the application is started or restarted

Specifies time in seconds to wait after Preferred Site HA Pair disconnection is detected before switching connection to the Disaster Recovery site.

disaster-recovery.wait-for-sipphone-timeout

Default Value: 0
Valid Values: valid integer 0 - means infinite
Changes Take Effect: When the application is started or restarted

Specifies time in seconds during which an agent should wait for SipEndpoint before a disaster is considered. A value of 0 means no limit.

display-format.acd-queue.name

Default Value: $ACDQueue.Alias$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $ACDQueue.Number$,$ACDQueue.Alias$,$ACDQueue.Location$
Changes Take Effect: Immediately.

Defines the display format of ACD Queues by specifying a string that contains the following field codes: $ACDQueue.Number$,$ACDQueue.Alias$,$ACDQueue.Location$. If all field codes are empty, the following field codes are used: $ACDQueue.Number$@$ACDQueue.Location$.

display-format.agent-name

Default Value: $Agent.FullName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Agent.FullName$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$.
Changes Take Effect: Immediately.

Defines the display format of other agents tby specifying a string that contains the following field codes: $Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$.

display-format.caller-name

Default Value: $Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a composition of characters and field codes from the following list: $Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

Defines the content of the voice interaction call history, based on the contact data items and

attached data types that are specified by a string that contains the following field codes: $Interaction.CaseId$,$Interaction.Id$, $Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: $Interaction.MainParty$.

display-format.case-name-format

Default Value: $Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Case.Id$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name)
Changes Take Effect: Immediately

Defines the display format of the case label that is currently used by the application by specifying a string that contains the following field codes:
$Case.Id$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name). This option can be overridden by a routing strategy as described in Deployment Guide.

display-format.chat-agent-name

Default Value: $ChatAgent.FullName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$ChatAgent.FullName$,$ChatAgent.Nickname$,$ChatAgent.UserName$,$ChatAgent.LastName$,$ChatAgent.FirstN
Changes Take Effect: Immediately.

Defines the display format of other agents by specifying a string that can contain regular characters as well as the following field codes: $ChatAgent.FullName$, $ChatAgent.Nickname$, $ChatAgent.UserName$,$ChatAgent.LastName$,$ChatAgent.FirstName$,$ChatAgent.EmployeeId$. This option can be overridden by a routing strategy as described in Deployment Guide.

display-format.current-agent-name

Default Value: $Agent.FullName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Agent.FullName$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$.
Changes Take Effect: Immediately.

Defines the display format of the agent that is currently using the application by specifying a string that contains the following field codes:

$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$. If all field codes are empty, the following field codes are used: $Agent.UserName$.

display-format.customer-name-format

Default Value: $Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Contact.X$ (X: name of contact attribute)
Changes Take Effect: Immediately

Defines the display format of the customer label that is currently used by the application by specifying a string that contains the following field codes:$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name). This option can be overridden by a routing strategy as described in Deployment Guide.

display-format.interaction-callback-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the media type of the main interaction is Web Callback, this option defines the format of the tooltip presented when hovering the 'case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

display-format.interaction-chat-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the media type of the main interaction is Chat, this option specifies the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

display-format.interaction-email-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the media type of the main interaction is E-Mail, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

display-format.interaction-im-name

Default Value: $Interaction.Type$ $Interaction.MainParty$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$AttachedData.Y$(Y: attached data key name).
Changes Take Effect: Immediately.

If the media type of the main interaction is Instant Messaging, this option defines the format of the tooltip presented when hovering the 'case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

display-format.interaction-outbound-pull-preview-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the main interaction is an Outbound Pull Preview, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

display-format.interaction-outbound-push-preview-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the main interaction is an Outbound Push Preview, this option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

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display-format.interaction-queue.name

Default Value: $InteractionQueue.DisplayName$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $InteractionQueue.DisplayName$,$InteractionQueue.Name$,$InteractionQueue.Media$
Changes Take Effect: When the application is started or restarted.

Defines the display format of Interaction Queues by specifying a string that contains the following field codes: $InteractionQueue.Name$,$InteractionQueue.Media$. If all field codes are empty, the following field codes are used: $InteractionQueue.Media$@$InteractionQueue.Name$.

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display-format.interaction-sms-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the media type of the main interaction is SMS, this option defines the format of the tooltip that is displayed when you place you mouse on the 'Case' tab at the top of the window. It is specified by a string that contains the field codes listed in the valid description.

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display-format.interaction-voice-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following

list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$
(X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the media type of the main interaction is Voice, this option defines the format of the tooltip
presented when hovering the 'case' tab at the top of the window. It is specified by a string that
contains the field codes listed in the valid description.

display-format.interaction-workitem-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$
Valid Values: A string that contains a compilation of characters and field codes from the following
list:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$
(X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

If the main interaction is a Workitem, this option defines the format of the tooltip that is displayed
when you place your mouse pointer on the 'Case' tab at the top of the window. It is specified by a
string that contains the field codes listed in the valid description.

display-format.routing-point.name

Default Value: $RoutingPoint.Alias$
Valid Values: A string that contains a compilation of characters and field codes from the following
list: $RoutingPoint.Number$,$RoutingPoint.Alias$,$RoutingPoint.Location$
Changes Take Effect: Immediately.

Defines the display format of Routing Points by specifying a string that contains the following field
codes: $RoutingPoint.Number$,$RoutingPoint.Alias$,$RoutingPoint.Location$. If all field codes are
empty, the following field codes are used: $RoutingPoint.Number$@$RoutingPoint.Location$.

editor.font-size-units

Default Value: point
Valid Values: A valid font size unit. The following units are supported: 'pixel', 'point'.
Changes Take Effect: At the next interaction.

Specifies whether points or pixels are used for the units of font size in the Rich Editor view for e-mail
and other rich text based interactions.

email.attachment-download-timeout

Default Value: 20
Valid Values: An integer value between -1 and 3600.
Changes Take Effect: Immediately.

Defines the maximum duration, in seconds, of the download of an attachment. The value -1 means that there is no maximum time.

email.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether an e-mail interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

email.default-queue

Default Value:
Valid Values: A valid name of a Script of type Interaction Queue.
Changes Take Effect: At the next interaction.

Specifies the Interaction queue in which new or reply outbound e-mails are submitted.

email.forward-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which inbound e-mails are placed when an agent forwards an inbound e-mail to an External Resource.

email.from-addresses

Default Value: $EMAILSERVER$
Valid Values: A valid Business Attribute name or $EMAILSERVER$.
Changes Take Effect: At the next interaction.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as available 'from addresses' of E-Mail interactions. The value $EMAILSERVER$ specifies that 'from addresses' are populated from the 'POP client' sections of Email Server applications.

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email.html-format

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies the format of a new outbound e-mail. When set to 'true', new e-mail will be formatted in HTML.

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email.include-original-text-in-reply

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether the text of the original incoming e-mail is included in the reply. This option can be overridden by a routing strategy as described in Deployment Guide.

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email.max-attachments-size

Default Value: 0
Valid Values: Any valid positive integer. 0 means no maximum.
Changes Take Effect: At the next interaction.

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

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email.move-inbound-to-in-progress-workbin-on-reply

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

If the value of this option is set to 'true', when an agent replies or replies-all to an inbound e-mail interaction that is stored either in a personal in-progress or a shared workbin or in the Contact History, the inbound e-mail interaction is moved to the workbin that is configured as the in-progress workbin (refer to the 'workbin.email.in-progress' option).

email.outbound-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which outbound e-mails are placed when agents click 'Send' or 'Send Interim'. This options is used only when Interaction Workflow does not set 'Queue for New Interactions' when it is routing Inbound E-mails to Agents.

email.prompt-for-done

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies if application prompts a confirmation message when a user clicks the 'done' button. This option can be overridden by a routing strategy as described in Deployment Guide.

email.pull-from-history-isenabled

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

Specifies whether it is possible to pull an E-Mail interaction from Contact History.
This option is applicable only if at least one of the following privileges has been granted to the agent: "Contact - Can Pull From Queue", "Contact - Can Pull Interactions In Shared Workbins", "Contact - Can Pull Interactions In Workbins Not Owned By The User".

email.qa-review-dispositions-business-attribute

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: At the next interaction.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used to populate the E-Mail QA Review Dispositions drop-down button (on the reviewer's desktop). This option can be overridden by a routing strategy as described in Deployment Guide.

email.quote-char

Default Value: >
Valid Values: Any valid character string.
Changes Take Effect: Immediately.

For plain text formatted outbound e-mails, specifies the characters that are used to quote the contents of the inbound e-mail interaction in the outbound e-mail interaction body.

email.reply-format

Default Value: auto
Valid Values: Select a value from the following list: auto, html, plain-text.
Changes Take Effect: At the next interaction.

Specifies the format of an outbound e-mail reply.
auto: outbound e-mail reply format is the same as corresponding inbound e-mail.
html: outbound e-mail reply format is forced to html.
plain-text: outbound e-mail reply format is forced to plain text.

email.reply-prefix

Default Value: Re:<SPACE>
Valid Values: Any valid character string.
Changes Take Effect: Immediately.
Modified: 8.5.116.10

Specifies the reply-prefix that should show up at the beginning of the subject of the outbound email reply edited by the agent.

- This option can be overridden by a routing strategy, as described in the Deployment Guide. The routing strategy can be used to identify the language of the email interaction and the reply prefix used by customers, and then to apply the same prefix to contact center replies in the email thread.

- Workspace removes the sequence of reply prefixes (occurrences of the current option and the default option value "Re: ") at the beginning of the subject and appends either the prefix specified by the routing strategy, the prefix specified by this option, or the default prefix if no prefix is configured.

- Agents can manually edit the subject prefix of a reply email interaction.

email.restricted-attachment-file-types

Default Value: No default value
Valid Values: A comma-separated list of file extensions that represent file types that are to be restricted. For example, use txt to restrict plain-text files, htm to restrict HTML files, and so on.
Changes Take Effect: At the next interaction.

Specifies the list of file extensions that represent file types that are to be prevented from being used as attachments. An error message is displayed to an agent who tries to attach a file that is not on the list of restricted types.

email.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when E-Mail interaction is ringing. For example: "Sounds\Ring.mp3

email.set-ownerid-on-send

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether the owner id of the interaction should be updated with the dbid of the agent when the e-mail is sent. This option can be overridden by a routing strategy as described in Deployment Guide.

email.signature

Default Value:
Valid Values: "file:" followed by the file path or "response:" followed by the reponse path in the SRL.
Changes Take Effect: At the next interaction.

Specifies the type and the location of the signature template that is to be added to outbound e-mails. The value has two components that are separated by the character ':':
1) The type of signature template:
    a) "file" for a file.
    b) "response" for a response from the Standard Response Library.
2) The location of the signature template:
    a) The file name and folder relative to the application folder. For example, "file:Signatures\Signature.txt".
    b) The response name and full path of the parent category in the Standard Response Library. For example, "response:Signatures\Classic".
This option can be overridden by a routing strategy as described in Deployment Guide.

email.toast-information-key

Default Value: Subject
Valid Values: Any valid character string.
Changes Take Effect: At the next interaction.

Specifies whether the Information area is displayed in the E-Mail interaction notification. This option provides the name of the attached data key that contains the information. This option can be overridden by a routing strategy as described in Deployment Guide.

expression.email-address

Default Value: \w+([-+.]\w+)*@\w+([-.]\w+)*\.\w+([-.]\w+)*
Valid Values: A regular expression
Changes Take Effect: At the next interaction.

Specifies the regular expression to identify an e-mail address in the chat or SMS transcript. This option can be overridden by a routing strategy as described in Deployment Guide.

expression.phone-number

Default Value: (?:(?:[\+]?([\d]{1,3}(?:[ ]*
Valid Values: A regular expression
Changes Take Effect: At the next interaction.

Specifies the regular expression to identify a phone number in the chat or SMS transcript. This option can be overridden by a routing strategy as described in Deployment Guide.

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expression.phone-number.supported-characters

Default Value: 0123456789#*
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. All special characters that are valid Windows file names.
Changes Take Effect: At the next interaction.

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

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expression.url

Default Value:
(?#Protocol)(?:(?:ht|f)tp(?:s?)\:\/\/|~/|/)?(?#Username:Password)(?:\w+:\w+@)?(?#Subdomains)(?:(?:[-\w]+\.)+(?#TopLevel
Domains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-z]{2}))(?#Port)(?::[\d]{1,5})?(?#Directories)(?:(?:(?:/(?:[-\w~!$+|.,=]|%[a-fA-F\d]{2})+)+|/)+)?(?#Query)(?:(?:\?(?:[-\w~!$+|.,*:]|%[a-fA-F\d]{2})+=(?:[-\w~!$+|.,*:=]|%[a-fA-F\d]{2})*)(?:&(?:[-\w~!$+|.,*:]|%[a-fA-F\d]{2})+=(?:[-\w~!$+|.,*:=]|%[a-fA-F\d]{2})*)*)*(?#Anchor)(?:#(?:[-\w~!$+|.,*:=]|%[a-fA-F\d]{2})*)?
Valid Values: A regular expression representing a URL.
Changes Take Effect: At the next interaction.

Specifies the regular expression to identify an URL in Case Information area. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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gadget-statistics.displayed-call-center-statistics

Default Value:
Valid Values: A comma-separated list of Statistic names.
Changes Take Effect: When the application is started or restarted.

Specifies the statistics that are displayed in the Statistic Gadget. The statistics name refers to the names of the Application Options Sections that define the statistics.

gadget-statistics.displayed-kpis

Default Value:
Valid Values: A comma-separated list of KPI names.
Changes Take Effect: When the application is started or restarted.

Specifies the KPIs that are displayed to the agent in the Statistic Gadget. The KPI names refer to the names of the Application Option Sections that are defining the KPIs.

gadget-statistics.nb-tagged-stats-per-page

Default Value: 5
Valid Values: an integer value
Changes Take Effect: When the application is started or restarted.

Defines the number of statistics that can be displayed in the non-scrolling region of the tagged statistics in the Statistics Gadget. If the number of statistics displayed is greater than this defined number, the remaining statistics are displayed in separate panels. The maximum value for this option is 10.

gadget-statistics.show

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Set to true to show the gadget of statistics.

gadget.window-title

Default Value: $Window.Title$
Valid Values:
$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$
Changes Take Effect: Immediately.

Defines the title of the window in which the Gadget is rendered by specifying a string that contains
the following field
codes:$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstN
If all field codes are empty, the default string is $Window.Title$. This title is visible in the Task Bar
only.

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general.configuration-update-notification

Default Value: All
Valid Values: A comma-separated value list of items that are to be notifed, for example:
None,All,ThisAgent,ThisApplication,ThisTenant,Transactions,Persons,Skills,AgentGroups,BusinessAttributes,Busines
Changes Take Effect: When the application is started or restarted.

Defines the list of configuration server objects that require notification when there is an update.

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general.gad.attached-data

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether attached data is added to the equivalent of a Genesys Agent Desktop key. If
routing is used, then Interaction Workspace adds the following keys:
GD_TransferTargetType,GD_TransferTargetId,...

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general.non-unicode-connection-encoding

Default Value:
Valid Values: .Net Name of Code Page Identifier
Changes Take Effect: When the application is started or restarted

This option specifies the code page encoding that is used to connect to back-end servers that do not
rely on Unicode communication (all back-end servers except UCS).
The possible values can be obtained from the ".Net Name" column of the Code Page Identifier that is
defined in the following web page: http://msdn.microsoft.com/en-us/library/windows/desktop/
dd317756(v=vs.85).aspx.
When this option is empty the applied encoding corresponds to the 'language for non unicode
programs', that is also known as the 'system locale' of the agent Workstation.

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im.agent.prompt-color

Default Value:

1. FF385078

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the prompt for the messages entered by the agent in the IM view.

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im.agent.text-color

Default Value:

1. FF385078

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the agent in the IM view.

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im.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specify whether a instant messaging interaction is automatically answered when a TServer Ringing event is received

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im.new-message-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: Immediately

Specifies the sound configuration string for a new Instant Message. For example: "Sounds\bell.mp3

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im.other-agent.prompt-color

Default Value:

1. FFD88000

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the target agent in the IM view.

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im.other-agent.text-color

Default Value:

1. FFD88000

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Color of the other agent text in the IM view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

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im.prompt-for-end

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specify if application prompts a confirmation message when user clicks the 'end' button. This option can be overridden by a routing strategy as described in Deployment Guide.

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im.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the im channel ringing sound-configuration string. For example: "Sounds\Ring.mp3

im.system.text-color

Default Value:

1. FF8C8C8C

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text for the system messages in the IM view.

im.time-stamp

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

Specify whether the time stamp is displayed in the transcript area.

im.toast-timeout

Default Value: 10
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.

Defines the duration, in seconds, that the IM interaction notification is displayed in the Information area of the Main Window before the IM is rejected. The value 0 means the interaction notification is displayed until the agent accepts the interaction.

interaction-bar.detail-tooltip.max-height

Default Value: 164
Valid Values: An integer value greater than or equal to 0.
Changes Take Effect: Immediately.

Sets the maximum height, in pixels, of the tooltip for interaction details of Interaction Bar items. The tooltip can contain the chat transcript, the body of an e-mail and so on.

interaction.case-data.content

Default Value: History,CaseData
Valid Values:
Changes Take Effect: At the next interaction.

Specifies the content of the Case Information area in the interaction preview.

- The CaseData key enables the display of the attached data that is defined by the interaction.case-data.format-business-attribute option; the relative order of case data keys can be specified in the configured Business Attribute object as described in that option.

- The History key enables the display of interaction history information such as 'origin', 'queue', 'call type'. The content displayed in the 'history' block is controlled by the application and the list of keys depends on the context. Administrators do not have control over this content.

- The order of the values in the option defines the order of the Case Data (as a block) and History (as another block) information in the Case Information area of the interaction preview.

- This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy. Starting from the 8.1.1 release, this option no longer controls the display of case information in the toast view. Please refer to the toast.case-data.content option for this purpose.

interaction.case-data.enable-url-preview

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Enables the display of a preview of the web page that is linked from URLs that are part of the case information. See also the 'expression.url' option.
This option can be overridden by a routing strategy, as described in the Interaction Workspace 8.1 Deployment Guide."

interaction.case-data.format-business-attribute

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: At the next interaction

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the interaction.
This option can be overridden by a routing strategy as described in Deployment Guide.
You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the interaction.case-data.order option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in interaction.case-data.order option are put at the bottom of the list.
Starting from 8.1.1 release this option does not control anymore the display of case information in the toast view. Please refer to option toast.case-data.format-business-attribute for this purpose.

interaction.case-data.frame-color

Default Value:

1. FFFFBA00

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: At the next interaction.

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

interaction.case-data.header-foreground-color

Default Value:

1. FF15428B

Valid Values: Valid Hexidecial (HTML) color code
Changes Take Effect: At the next interaction.

Specifies the color of the foregroung of the Case Data view header. Example #FFFFFFFF for white color This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.case-data.is-read-only-on-idle

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

If the value of this option is true, changes to the case data after a voice interaction has been released are prevented. When some values are modified or added after the voice call is released, the update is pushed to back-end as a User Event when agent clicks 'Mark Done'. This option can be overridden by a routing strategy as described in the Deployment Guide.

interaction.consult-user-data

Default Value: public
Valid Values: Select a value from the following list: public, private, none
Changes Take Effect: Immediately.

Defines if and how the business data (original interaction user data, contact identifier,...) of the customer interaction is shared in a consultation interaction.

- none: No data is shared in the consultation.

- public: User data of the customer interaction is shared in the consultation. The user data is copied at the root level of the consultation user data.

- private: User data of the customer interaction is shared in the consultation. The user data is copied in a sub-list of the consultation user data, named 'SharedInformation'. This is Interaction Workspace 8.1.0 compatibility mode.

This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.disposition.is-mandatory

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediatly.

Specify whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.disposition.is-read-only-on-idle

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediatly.

Prevents changes to the disposition code after a voice interation has been released. This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.disposition.key-name

Default Value: DispositionCode
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: Immediatly

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

interaction.disposition.use-attached-data

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.disposition.use-connection-id

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediatly.

Specifies whether the connection id is sent as part of the user event that is sent for disposition code. This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.disposition.value-business-attribute

Default Value: DispositionCode
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: Immediatly

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code.
This option can be overridden by a routing strategy as described in Deployment Guide.

interaction.evaluate-real-party-for-agent

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether Interaction Workspace attempts to transform the name of the party DN into an Agent name during a voice interaction.

interaction-management.available-interaction-page-sizes

Default Value: 5,10,25,50
Valid Values: A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.
Changes Take Effect: When the application is started or restarted.

The possible values for the number of rows per page in the Interaction Filters content view.

interaction-management.filters

Default Value:
Valid Values: A comma-separated list of Filter names.
Changes Take Effect: When the application is started or restarted.

Defines the filters that are displayed to the supervisor for interaction management. The filter names refer to the names of the Application Option sections that are defining the Filters.

interaction-management.interactions-filter.displayed-columns

Default Value: MessageType,From,To,Subject,Received
Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received
Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns in the Interaction Queue Filters view.

interaction-management.sort-result-pages-locally

Default Value: false
Valid Values: true, false
Changes Take Effect: Next time an Interaction Queue filter is selected.

Specifies whether Workspace displays the paginated result set of an **Interaction Queue Filter** based on the sorting by Interaction Server or Interaction Server Proxy (when value is set to false) or by a sorting computed locally.

If the value is set to true, the computed sorting is applied to the current result set page.

Warning: Suppose Interaction Server or Interaction Server Proxy returns the result set in multiple pages, and the full result set is not properly ordered by Interaction Server or Interaction Server Proxy as described here, then the local sorting enabled by value true will not guarantee proper sorting across all the pages.

interaction.override-option-key

Default Value: IW_OverrideOptions
Valid Values: Comma separated list of transaction object
Changes Take Effect: At the next interaction.

Enables overriding of certain application options by using a transaction oject. This option provides the key name of the attached data that contains the list of transaction objects."

interaction.reject-route

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.
Changes Take Effect: At the next interaction.

Specifies the routing that is to be used for rejected interactions. Format for the route is <DN>@<SWITCH>

interaction.window.popup-topmost-z-order

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction if the value is changed to 'true' or when the application is started or restarted if the value is changed to 'false'.

Specifies whether the interaction window can "steal" focus from other active applications when auto-answer is enabled. When set to 'false', the Interaction Window tries to gracefully get the focus; however, due to certain Windows Operating System settings, this attempt might not result in moving the interaction window to the front.

interaction.window.show-case-interaction-panel-button

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether the collapse/expand button on interaction windows is enabled. If the value of this option is set to true, the button is enabled, and agents can collapse and expand the interaction view (left panel). The interaction view contains the controls and content of the interaction. If this view is collapsed, only the right panel is displayed. This is typically the Contact Information and Contact History view or Standard Responses view or any available customized view. If the value of this option is set to false, the button is not enabled, and the interaction view cannot be collapsed.

interaction.window.show-in-taskbar

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Indicates whether the interaction window has a task bar button. If not, when minimized the window can be restored from the Interaction Bar.

interaction.window-title

Default Value: ($Contact.FirstName$ $Contact.LastName$
Valid Values:
$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$
Changes Take Effect: When the application is started or restarted.

Defines the title of the interaction window that appears in the Windows Task Bar by specifying a string that contains the following field codes:$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstN option can be overridden by a routing strategy as described in Deployment Guide.

interactions.window.allows-transparency-on-winos6

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether the interaction window is presented in transparent style on Windows OS version 6 or higher. Unmanaged controls, such as web browsers, are not able to function in Windows Vista and Windows 7 if non-transparent windows are used. Set the value to false to permit the display of unmanaged controls.

intercommunication.chat.conference.invite-timeout

Default Value: 30
Valid Values: from 30 to MAXINT
Changes Take Effect: At the next interaction.

Specifies the time-out interval for a chat conference or chat consultation invitation to a skill, agent group, or interaction queue.

intercommunication.chat.queue

Default Value:
Valid Values: Name of a valid Script object of type Interaction Queue
Changes Take Effect: At the next interaction.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for Chat. The following attached data are added by Interaction Worskpace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequ

intercommunication.chat.routing-based-actions

Default Value:

Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.
Changes Take Effect: At the next interaction.

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

intercommunication.chat.routing-based-targets

Default Value:
Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue
Changes Take Effect: At the next interaction.

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

intercommunication.email.queue

Default Value:
Valid Values: Name of a valid Script object of type Interaction Queue
Changes Take Effect: At the next interaction.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for E-Mail. The following attached data are added by Interaction Workspace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequ

intercommunication.email.routing-based-actions

Default Value:
Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.
Changes Take Effect: At the next interaction.

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

intercommunication.email.routing-based-targets

Default Value:
Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue
Changes Take Effect: At the next interaction.

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

intercommunication.im.routing-based-actions

Default Value: MakeIM
Valid Values: Comma separated list of valid operation names from the following: MakeIM
Changes Take Effect: When the application is started or restarted.

Defines the list of Routing Based actions.

intercommunication.im.routing-based-targets

Default Value:
Valid Values: Comma separated list of valid object types from the following: Agent, ACDQueue, RoutingPoint
Changes Take Effect: At the next interaction.

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

intercommunication.im.routing-points

Default Value:
Valid Values: A comma-separated list of call number names in the following format: $dn_name@switch$
Changes Take Effect: At the next interaction.

Determines the call number that is used by the Routing Base feature. The following attached data are

added by Interaction Worskpace:
IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,
IW_RoutingBasedRequestType, IW_RoutingBasedLocation.

intercommunication.sms.queue

Default Value:
Valid Values: Name of a valid Script object of type Interaction Queue
Changes Take Effect: At the next interaction.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for SMS. The
following attached data are added by Interaction Worskpace:
IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequ

intercommunication.sms.routing-based-actions

Default Value: OneStepTransfer
Valid Values: A comma-separated list of valid operation names from the following list:
OneStepTransfer.
Changes Take Effect: At the next interaction.

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

intercommunication.sms.routing-based-targets

Default Value:
Valid Values: A comma-separated list of valid object types from the following list: Agent,
InteractionQueue
Changes Take Effect: At the next interaction.

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

intercommunication.voice.routing-based-actions

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

OneStepTransfer, InitTransfer, InitConference, OneStepConference.
Changes Take Effect: At the next interaction.

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

intercommunication.voice.routing-based-targets

Default Value:
Valid Values: A comma-separated list of valid object types from the following list: Agent, ACDQueue, RoutingPoint, Contact, TypeDestination.
Changes Take Effect: At the next interaction.

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

intercommunication.voice.routing-points

Default Value:
Valid Values: A comma-separated list of call number names in the following format: $dn_name@switch$
Changes Take Effect: At the next interaction.

Determines the call number that is used by the Routing Base feature. The following attached data are added by Interaction Worskpace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequ IW_RoutingBasedLocation.

intercommunication.<media-type>.queue

Default Value:
Valid Values: Name of a valid Script object of type Interaction Queue
Changes Take Effect: At the next interaction.

Use this option as a template for any specific workitem media-type to specify the name of the Interaction Queue that is used by the 'routing based' feature for the specified workitem media-type. The following attached data are added by Interaction Worskpace: IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequ

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

Default Value:
Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.
Changes Take Effect: At the next interaction.

Use this option as a template for any specific workitem media type to define the list of 'routing based' actions that an agent is allowed to perform for the specified workitem media-type.

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

Default Value:
Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue
Changes Take Effect: At the next interaction.

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the option 'intercommunication.<media-type>.routing-based-actions'. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

keyboard.hotkey.agent-not-ready

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to set the agent Not Ready.

keyboard.hotkey.agent-not-ready-with-reason.<action-code>

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier

key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

This option allows you to associate a combination of keys that can be used as a Window Hotkey to set agent status to a particular Not-Ready Reason Code. You need to use this option as a template and modify its name by replacing the string <action-code> by the 'Code' attribute of the Action Code defined in Management layer. For example if your Action Code name is 'Meeting' and the corresponding code is '1012', you will set the option like this: keyboard.hotkey.agent-not-ready-with-reason.1012=Ctrl+Alt+M.

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keyboard.hotkey.agent-ready

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to set the agent Ready.

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keyboard.hotkey.decrease-microphone-volume-active-sip-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to decrease the volume of the microphone.

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keyboard.hotkey.decrease-speaker-volume-active-sip-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to decrease the volume of the speaker.

keyboard.hotkey.hold-active-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to put the active voice call on hold.

keyboard.hotkey.increase-microphone-volume-active-sip-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to increase the volume of the microphone.

keyboard.hotkey.increase-speaker-volume-active-sip-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to increase the volume of the speaker.

keyboard.hotkey.mute-microphone-active-sip-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to mute the microphone.

keyboard.hotkey.mute-speaker-active-sip-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to mute the speaker.

keyboard.hotkey.release-active-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to release the active voice call.

keyboard.hotkey.toaster.accept

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to accept the last incoming interaction.

keyboard.hotkey.toaster.decline

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a Window Hotkey to decline the last incoming interaction.

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keyboard.shortcut.action.help

Default Value: F1
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to display contextual help.

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keyboard.shortcut.contact.assigncontact

Default Value: Ctrl+A
Valid Values: A key combination that begins with a modifier key name (Ctrl, Shift, Alt, Win) and ends with a key name, separated by the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to assign a new contact to the interaction.

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keyboard.shortcut.contact.reset

Default Value: Ctrl+R
Valid Values: A key combination that begins with a modifier key name (Ctrl, Shift, Alt, Win) and ends with a key name, separated by the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to reset contact settings to their initial values.

keyboard.shortcut.contact.save

Default Value: Ctrl+S
Valid Values: A key combination that begins with a modifier key name (Ctrl, Shift, Alt, Win) and ends with a key name, separated by the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to save the contact modifications.

keyboard.shortcut.interaction.chat.conference

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the instant conference operation on the chat interaction.

keyboard.shortcut.interaction.chat.end

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to exit the chat session.

keyboard.shortcut.interaction.chat.transfer

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the chat session.

keyboard.shortcut.interaction.consult

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to start a consultation.

keyboard.shortcut.interaction.email.add-attachments

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to add attachments to the outbound e-mail.

keyboard.shortcut.interaction.email.delete

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to delete the outbound e-mail.

keyboard.shortcut.interaction.email.forward

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

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to forward the inbound e-mail to an external resource.

keyboard.shortcut.interaction.email.interim-send

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the Interim Send operation on the outbound e-mail.

keyboard.shortcut.interaction.email.print

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to print the e-mail.

keyboard.shortcut.interaction.email.reply

Default Value: Ctrl+R
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the Reply operation on an inbound e-mail.

keyboard.shortcut.interaction.email.reply-all

Default Value: Ctrl+Shift+A
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the Reply All operation on an inbound e-mail.

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keyboard.shortcut.interaction.email.save

Default Value: Ctrl+S
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to save the outbound e-mail.

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keyboard.shortcut.interaction.email.save-in-workbin

Default Value: Ctrl+Shift+W
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to store the e-mail in the default workbin.

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keyboard.shortcut.interaction.email.send

Default Value: Ctrl+Return
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to send the outbound e-mail.

keyboard.shortcut.interaction.email.transfer

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the e-mail.

keyboard.shortcut.interaction.im.release

Default Value: Ctrl+D
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to end Instant Messaging session.

keyboard.shortcut.interaction.mark-done

Default Value: Ctrl+E
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to mark the interaction done.

keyboard.shortcut.interaction.preview.call-record

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to dial the Outbound preview contact number.

keyboard.shortcut.interaction.preview.cancel-record

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to decline (do not call this contact for this campaign) the outbound preview record.

keyboard.shortcut.interaction.preview.mark-done

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to mark the outbound preview record done

keyboard.shortcut.interaction.preview.mark-done-get-next

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to get next record from the outbound preview campaign.

keyboard.shortcut.interaction.preview.reject-record

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to decline (call the contact later) the outbound preview record.

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keyboard.shortcut.interaction.sms.delete

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to delete the outbound SMS interaction.

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keyboard.shortcut.interaction.sms.transfer

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the SMS interaction.

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keyboard.shortcut.interaction.voice.answer-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to answer the voice call.

keyboard.shortcut.interaction.voice.hold-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to put the voice call on hold.

keyboard.shortcut.interaction.voice.pause-recording-call

Default Value:
Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to pause the recording of the voice call.

keyboard.shortcut.interaction.voice.reconnect-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to reconnect the voice call.

keyboard.shortcut.interaction.voice.release-call

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

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to release the voice call.

keyboard.shortcut.interaction.voice.resume-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to resume the voice call.

keyboard.shortcut.interaction.voice.resume-recording-call

Default Value:
Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to resume the recording of the voice call.

keyboard.shortcut.interaction.voice.single-step-conference

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to instant conference the voice call.

keyboard.shortcut.interaction.voice.single-step-transfer

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to instant transfer the voice call.

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keyboard.shortcut.interaction.voice.start-recording-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to start recording the voice call.

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keyboard.shortcut.interaction.voice.stop-recording-call

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop the recording of the voice call.

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keyboard.shortcut.interaction.webcallback.call-contact

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to dial the web callback contact

number.

keyboard.shortcut.interaction.webcallback.mark-done

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to mark the web callback interaction done.

keyboard.shortcut.interaction.workitem.move-to-workbin

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to move the workitem interaction into the default workbin.

keyboard.shortcut.interaction.workitem.transfer

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the workitem interaction.

keyboard.shortcut.state.logout

Default Value: Ctrl+Alt+X
Valid Values: Only the name of a key or a key combination the begins with one of the following

modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to logout from the application.

keyboard.shortcut.state.not-ready

Default Value: Ctrl+Alt+N
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to make the agent globally not ready.

keyboard.shortcut.state.not-ready-after-call-work

Default Value: Ctrl+Alt+Z
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to set the agent in after call work.

keyboard.shortcut.state.ready

Default Value: Ctrl+Alt+R
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to make the agent globally ready.

keyboard.shortcut.teamlead.chat.bargein

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to barge in the supervised chat interaction.

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keyboard.shortcut.teamlead.chat.stop-monitoring

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop the supervision of the chat interaction.

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keyboard.shortcut.teamlead.stop-monitoring

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop supervising the multichannel conversation.

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keyboard.shortcut.teamlead.voice.bargein

Default Value:
Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to barge-in the supervised voice interaction.

keyboard.shortcut.teamlead.voice.coaching

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to start coaching the voice interaction.

keyboard.shortcut.teamlead.voice.monitor

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to switch from coaching to monitoring the voice call. Works only for Cisco Call Manager switch.

keyboard.shortcut.teamlead.voice.stop-monitoring

Default Value:
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop the supervision of the voice interaction.

keyboard.shortcut.toaster.accept

Default Value: Ctrl+G
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to accept the incoming interaction.

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keyboard.shortcut.toaster.decline

Default Value: Ctrl+M
Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to decline the incoming interaction.

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kpi.displayed-kpis

Default Value:
Valid Values: A comma-separated list of KPI names.
Changes Take Effect: When the application is started or restarted.

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

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kpi.refresh-time

Default Value: 10
Valid Values: An integer value greater than 0.
Changes Take Effect: When the application is started or restarted.

Defines the frequency of notification (in seconds) for statistics.

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kpi.show-agent-groups

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specify if agent group KPI information is displayed to the agent for all groups to which the agent is a member.

license.lrm-enabled

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the Interaction Workspace signature is recognized by Genesys License Reporting Manager.

log.default-filter-type

Default Value: Copy
Valid Values: Select a value from the following list:

- copy
- skip
- hide
- hide-first,<n>
- unhide-last,<n>
- unhide-first,<n>
- unhide-last,<n>
- custom-filter,<KeyPrefix>,<KeyPost>,<ValuePrefix>,<ValuePost>

The filter 'custom-filter' enables you to define some KeyPrefix, KeyPost, ValuePrefix, ValuePost.
Example: log.default-filter-type: custom-filter,<,>,<#,#>
Changes Take Effect: Immediately.

Specifies the default view of KVList information (including UserData, Extensions, and Reasons) in the log.
It is applied to the attributes of all KVList pairs except those that are explicitly defined in the log-filter-data key.

log.ESDK

Default Value: All
Valid Values: One value from this list: All, Debug, Trace, Interaction, Alarm
Changes Take Effect: Immediately.

Defines the level of logging for API ESDK.

log.expire

Default Value: 10
Valid Values: An integer value from 1 through 100.
Changes Take Effect: Immediately.

Specifies if log files are stored. If they are stored, specifies the maximum number of files (segments) to be stored before the oldest file is removed. $number$ Sets the maximum number of log files to store.

log.filter-data.<keyName>

Default Value: Copy
Valid Values: Select a value from the following list:

- copy

- skip

- hide

- hide-first,<n>

- unhide-last,<n>

- unhide-first,<n>

- unhide-last,<n>

- custom-filter,<KeyPrefix>,<KeyPost>,<ValuePrefix>,<ValuePost>

The filter 'custom-filter' enables you to define KeyPrefix, KeyPost, ValuePrefix, and ValuePost.
Example: log.filter-data.Subject: custom-filter,>,<,>#,#<
Changes Take Effect: Immediately.

Defines the treatment of specific data in the log.

It overrides the general settings specified by the log.default-filter-type option.

log.max-age

Default Value: 10
Valid Values: An integer value from 0 in days
Changes Take Effect: When the application is started or restarted.

Specifies the maximum number of days for which Interaction Workspace log files are kept. If the option value is greater than 0, the application deletes the old log files (older than the value of this option) at startup. If the option value is set to 0, log files are not deleted at startup.

log.PSDK

Default Value: Standard
Valid Values: One value from this list: All, Debug, Trace, Interaction, Standard, Alarm
Changes Take Effect: Immediately.

Define the level of logging for the PSDK API.

log.segment

Default Value: 10MB
Valid Values: $number$ KB or $number$ Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. $number$ MB Sets the maximum segment size, in megabytes.
Changes Take Effect: When the application is started or restarted.

If set, specifies that there is a segmentation limit for a log file and defines the limit size in either kilobytes (KB) or megabytes (MB). If the current log segment exceeds the defined size, the file is closed and a new one is created.

log.Trace

Default Value: $Application.RootApplicationData$\log\InteractionWorkspace
Valid Values: A valid URL.
Changes Take Effect: Immediately.

Defines the full path of the log file. The file name uses the following

extension: ?.%date{yyyyMMdd_HHmmss_fff}.log?. The full path can also contain the following field codes:
$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Application.Exe$,$Application.Ap
(X: name of environment variable).

log.verbose

Default Value: Trace
Valid Values: Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None
Changes Take Effect: Immediately.

Defines the level of logging. If set to None, the trace is turn off in the Interaction Workspace log file. For the other value, if the Interaction Workspace log file doesn't exist, it is created by the application.

login.chat.auto-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted

If the Chat channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

login.chat.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the chat channel.

login.chat.is-auto-ready

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the chat channel is automatically set to the Ready state at login.

login.default-place

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: When the application is started or restarted.

Specifies the place name that is populated by default during login. This option can use the $Agent.DefaultPlace$ variable. If the agent has a default place that is specified in the agent configuration, then that place is used. However, if no default place exists, then the agent must enter their place in the Place field).

login.email.auto-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted

If the E-Mail channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

login.email.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the e-mail channel.

login.email.is-auto-ready

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the e-mail channel is automatically set to the Ready state at login.

login.enable-login-without-channel

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether agents can login to the Interaction Workspace application without being logged in to any channels.

login.enable-place-completion

Default Value: true
Valid Values: true or false
Changes Take Effect: When the application is started or restarted.

This option is used for performance issue at login time (when a lot of agents logs in at the same time). Set this option to false to disable the load of all the places when the Interaction Workspace is started. This improves the performance if there are a lot of places in your environment. The restriction with this option set to false is that there is no longer a list of available places in the 2nd login panel.

login.enable-same-agent-place

Default Value: true
Valid Values: true,false,prompt
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can login on the same Place from different workstations.
The value **prompt** allows the agent to login on the same Place from different workstations, but the agent is first prompted for confirmation before an additional login is permitted.

login.im.auto-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted

If the Instant Messaging channel is automatically set to NotReady when the agent logs in, this option

defines the NotReady Reason code.

login.im.available-queues

Default Value: ACDQueue
Valid Values: A comma-separated list of valid object types from the following list: ACDQueue, RoutingPoint, VirtualQueue
Changes Take Effect: When the application is started or restarted.

Enables agents to choose a login queue from a drop-down list or to enter the login queue manually. If this option is empty, agents can type any valid login queue name. If set to "ACDQueue", "RoutingPoint" , "VirtualQueue" or " ACDQueue,RoutingPoint" agents can select one of the defined queues or routing points from a drop-down list.

login.im.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

Specifies whether the agent can select and unselect (activate and deactivate) Instant Messaging channels.

login.im.is-auto-ready

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

In case Instant Messaging channel is automatically set to NotReady at login, this option defines the NotReady Reason code.

login.im.prompt-agent-login-id

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select a login id from the configured ones for the IM channel in the login window.

login.im.prompt-dn-password

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter his password for the IM channel in the login window.

login.im.prompt-queue

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

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

login.prompt-place

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter his place in the login window.

login.sip-cluster.phone-number

Default Value:
Valid Values: Any valid device number or a string that contains one of the following field codes: $Agent.EmployeeId$.
Changes Take Effect: When the application is started or restarted.

Specifies the device number that is used to log an agent to the SIP Cluster. This option can use the $Agent.EmployeeId$ variable. If the value of the option is empty, the agent must enter her or his phone number for the voice channel in the Login view.

login.sip-cluster.store-recent-phone-number

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the phone number that was typed during the most recent login to SIP Cluster infrastructure is stored in the user profile so that it can be restored during the next login.
This option is available if the login.sip-cluster.phone-number option is empty.

login.sms.auto-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted

If the SMS channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

login.sms.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (activate and deactivate) the SMS channel.

login.sms.is-auto-ready

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the SMS channel is automatically in the ready state at agent login.

login.store-recent-place

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the most recently used Place is stored. This option is available if the login.default-place option is not set to $Agent.DefaultPlace$.

login.voice.auto-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted

If the Voice channel is automatically set to NotReady when the agent logs in, this option defines the NotReady Reason code.

login.voice.available-queues

Default Value: ACDQueue
Valid Values: A comma-separated list of valid object types from the following list: ACDQueue, RoutingPoint, VirtualQueue
Changes Take Effect: When the application is started or restarted.

Enables agents to choose a login queue from a drop-down list or to enter the login queue manually. If this option is empty, agents can type any valid login queue name. If set to "ACDQueue", "RoutingPoint" , "VirtualQueue" or " ACDQueue,RoutingPoint" agents can select one of the defined queues or routing points from a drop-down list.

login.voice.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

Specifies whether the agent can select and unselect (activate and deactivate) voice channels.

login.voice.force-relogin

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

Specifies whether the voice channels should be re-logged on automatically if logged off from outside the application.

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login.voice.is-auto-ready

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted

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

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login.voice.prompt-agent-login-id

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction

Specifies whether the agent can select a login id from the configured ones for the voice channel in the login window.

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

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether a DN-less phone number is prompted for in the login window. This option is specific to SIP Server environment.

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login.voice.prompt-dn-password

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter his password for the voice channel in the login window.

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login.voice.prompt-queue

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

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

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login.webcallback.auto-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted

Specifies the Not Ready Reason that is displayed after an agent logs in on a channel that is not automatically set to Ready. The Not Ready Reason corresponds to the name of a Not Ready Action Code. If the reason is empty, no Not Ready Reason is displayed for the channel at log in time if the channel is in the Not Ready state. This option is ignored if the option login.webcallback.is-auto-ready is set to 'true'.

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login.webcallback.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the Web Callback channel.

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login.webcallback.is-auto-ready

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the Web Callback channel is automatically set to the Ready state at login.

login.workmode

Default Value: unknown
Valid Values: unknown, auto-in, manual-in
Changes Take Effect: When the application is started or restarted or if the agent changes place.

Specifies the workmode that is applied when the voice DN logs in. If set to 'auto-in', the agent is automatically in Ready state. If set to 'manual-in', the agent must manually activate the Ready state. To determine whether your switch supports the workmode, refer to the Deployment Guide of the relevant T-Server.

login.<media-type>.auto-not-ready-reason

Default Value: false
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted.

If the indicated workitem channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

login.<media-type>.can-unactivate-channel

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the specified Workitem channel.

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

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the indicated workitem channel is automatically set to the Ready state at login.

logout.enable-exit-on-logoff-error

Default Value: true
Valid Values: true,false,prompt
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can log out from the application even if one of the voice channel log offs resulted in an error.
The value **prompt** allows the agent to log out of the application if a log off channel error occurs. The agent is first prompted for confirmation before logging out the application.

main-window.dockable

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Enables the docking feature of the Main Window. If set to true, the Main Window can be docked to the top or the bottom of the display. If set to false, the Main Window is not dockable.

main-window.window-title

Default Value: $Window.Title$
Valid Values:
$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$
Changes Take Effect: Immediately.

Defines the title of the Main Window that appears in the Windows Task Bar by specifying a string that contains the following field codes:$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$, $Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$. If all field codes are empty, the following field codes are used: $Window.Title$.

openmedia.bundle.sms

Default Value: sms,smssession
Valid Values: A comma-separated list of valid media type names
Changes Take Effect: When the application is started or restarted.

Defines the list of media types that are used to implement the SMS channel. This list can contain 'sms' (SMS Page mode) and/or smssession (SMS Session Mode)

openmedia.workitem-channels

Default Value:
Valid Values: A comma-separated list of valid Media Types.
Changes Take Effect: When the application is started or restarted.

Specifies the list of Workitem channels that are used by the agent.

options.record-option-locally-only

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the display settings for the agent are stored locally or in the agent annex.

outbound.call-result-automatically-selected

Default Value:
Valid Values: Select one value from the list.
Changes Take Effect: At the next interaction.

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

outbound.call-result-values

Default Value: Answered,AnsweringMachine,Busy,NoAnswer,WrongNumber
Valid Values: Select at least one item from the list.
Changes Take Effect: At the next interaction.

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

outbound-callback.ringing-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound-configuration string of a scheduled callback pushed to the agent as a preview. For example: "Sounds\Ring.mp3

outbound.campaign-stale-timeout

Default Value: 0
Valid Values: An integer value
Changes Take Effect: When the application is started or restarted.

Records remain editable for a specified period of time after a campaign is unloaded, to reflect the Outbound Contact Server (OCS) OCServer section `stale_clean_timeout` option. A value of 0 means that the outbound record becomes read-only when the campaign is unloaded. A positive value is the duration, in minutes, during which the outbound record remains editable. A value of -1 means that the outbound record is always editable (however, this action may fail in the OCS).

outbound.fields.float-separator-in-db

Default Value:
Valid Values: A valid float separator. Typical float separators are: '.',',','\'
Changes Take Effect: Immediately.

Specifies the separator that is used for floating point numbers in the database for outbound fields. This option should be used when the decimal symbol in the regional settings of the agent workstation is different from the one provided by the database.

outbound.push-preview.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether a push preview outbound interaction is automatically accepted when Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

outbound.push-preview.media-types

Default Value: outboundpreview
Valid Values:
Changes Take Effect: When the application is started or restarted.

The list of media types that are available for the agent to use for outbound push-preview interactions.

outbound.push-preview.use-combined-channel

Default Value: true
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.

Specifies whether the outboundpreview channel is combined with the voice channel in the User Interface. If set to 'true', only the voice channel is presented, and any change in the status of one channel is applied to the other channel

outbound.record-information.frame-color

Default Value:

1. FFDFE8F6

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: At the next interaction.

Specifies the color of the border of the Record Information view frame of Outbound interactions. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in Deployment Guide.

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outbound.record-information.header-foreground-color

Default Value:

1. FF15428B

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: At the next interaction.

Specifies the color of the foreground of the Record Information view frame of Outbound interactions. Example #FFFFFFFF for white color. This option can be overridden by a routing strategy as described in Deployment Guide.

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outbound.sound.campaign-updated

Default Value:
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the sound-configuration string when the campaign status is updated. For example: "Sounds\Ring.mp3

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outbound.treatment-mode

Default Value: none
Valid Values: Select one value from the following list: personal,campaign,none.
none: The application never applies any treatment to mark processed requests.
campaign: The treatment RecordTreatCampaign is applied to the record when a mark processed action is executed.
personal: The treatment RecordTreatPersonal is applied to the record when a mark processed action is executed.

Note: campaign and personal are valid unless a call has been rescheduled by the agent.
Changes Take Effect: Immediately.

Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If set to none, no treatment is applied for the outbound record.

presence.evaluate-presence

Default Value: true
Valid Values: true or false
Changes Take Effect: When the application is started or restarted.

Specify whether to evaluate presence or not. Set this option to true if the presence must be evaluated for agents, agent groups, T-Server queues, routing points, and interation queues.

printing.use-print-preview

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

Specifies whether a print preview is shown when the user request to print a document.

security.disable-rbac

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Disables role based access (RBAC). If this option is set to true, all the Interaction Workspace tasks are available to the agents. If this option is set to false, the list of agent tasks must be defined in Genesys Administrator.

security.enable-debug-information

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

Specifies if the agent is able to display the Debug part (with buttons 'Exe','Logs','GC',...) in the about window.

security.inactivity-not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted.

Specify the not-ready reason if the status of an agent is automatically set to not-ready following agent inactivity detection.

security.inactivity-set-agent-not-ready

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies if the agent status is automatically set to not-ready when agent inactivity is detected.

security.inactivity-timeout

Default Value: 0
Valid Values: An integer value. If set to 0, inactivity is not taken into account.
Changes Take Effect: When the application is started or restarted.

Specifies the agent-inactivity timeout interval, in minutes. If the agent has been inactive (not using the mouse or keyboard) for longer than the inactivity timeout interval, the agent must reauthenticate to be able to use the Interaction Workspace application.

sip-cluster.data-center-locations

Default Value:
Valid Values:
Changes Take Effect: When the application is started or restarted.

Specifies the list of data center locations that are available for SIP Clustering.

sip-cluster.reconnect-timeout

Default Value: 10
Valid Values: from 0 to MAXINT
Changes Take Effect: Immediatly.

In SIP Cluster environment, specifies the duration, in seconds, between each attempt to reconnect to SIP Server (TController) and/or Stat Server in the case of a connection loss.

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sipendpoint.audio.headset.audio_in_agc_enabled

Default Value: 1
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether AGC (automatic gain control) is enabled for headset audio (outgoing audio stream).

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sipendpoint.audio.incoming.use_agc

Default Value: 1
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether AGC (automatic gain control) is enabled for incoming calls.

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sipendpoint.authenticate-with-dn-password

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the DN password that is specified in the Login window is used to authenticate at the SIP Endpoint level.

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sipendpoint.exit-on-voice-logoff

Default Value: false

Valid Values: true, false
Changes Take Effect: At next Log Off operation or at next login.

Specifies whether Interaction Workspace SIP Endpoint is unregistered and stopped if the voice channel is logged off manually by an agent. If the value of this option is set to 'true', the corresponding voice DN is also unregistered from SIP Server and therefore Interaction Workspace does not get notifications of any activity that occurs on it. If an agent manually Logs On to the voice channel, the corresponding DN is registered again and Interaction Workspace SIP Endpoint is restarted.

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sipendpoint.genesyslab.beeptone.beeptone_timeout

Default Value: 30000
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the timeout interval, in milliseconds, for the beep tone.

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sipendpoint.genesyslab.beeptone.enable_beeptone

Default Value: 1
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the beep tone is enabled.

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sipendpoint.genesyslab.beeptone.play_locally

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the beep tone is played locally.

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sipendpoint.genesyslab.control.auto_answer

Default Value: 0
Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether inbound calls are answered automatically.

sipendpoint.genesyslab.device.audio_in_device

sipendpoint.genesyslab.device.audio_out_device

sipendpoint.genesyslab.device.error_code_when_headset_na

Default Value: 480
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the error code that is sent when the call is rejected because of unavailability of a headset.

sipendpoint.genesyslab.device.headset_name

sipendpoint.genesyslab.device.manual_audio_devices_configure

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies that the agent is using a non-USB headset.

sipendpoint.genesyslab.device.reject_call_when_headset_na

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether incoming calls are rejected if the headset is unavailable.

sipendpoint.genesyslab.device.use_headset

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether a USB headset is used by the agent.

sipendpoint.genesyslab.dtmf.pause_start_stop_dtmf

Default Value: 100
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the time interval, in milliseconds, between each DTMF.

sipendpoint.genesyslab.dtmf.play_locally

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether dtmf are played locally.

sipendpoint.genesyslab.system.log_level_AbstractPhone

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for the abstract phone.

sipendpoint.genesyslab.system.log_level_Audio

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for audio.

sipendpoint.genesyslab.system.log_level_Auto Configuration

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for auto configuration.

sipendpoint.genesyslab.system.log_level_CCM

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for CCM.

sipendpoint.genesyslab.system.log_level_Conferencing

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for conferencing.

sipendpoint.genesyslab.system.log_level_Contacts

Default Value: 0

Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for contacts.

sipendpoint.genesyslab.system.log_level_DNS

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for DNS.

sipendpoint.genesyslab.system.log_level_Endpoint

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for endpoint.

sipendpoint.genesyslab.system.log_level_Jitter

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for Jitter.

sipendpoint.genesyslab.system.log_level_Licensing

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for licensing.

sipendpoint.genesyslab.system.log_level_Media

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for media.

sipendpoint.genesyslab.system.log_level_Privacy

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for privacy.

sipendpoint.genesyslab.system.log_level_RTP

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for RTP.

sipendpoint.genesyslab.system.log_level_Security

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for security.

sipendpoint.genesyslab.system.log_level_Storage

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for storage.

sipendpoint.genesyslab.system.log_level_STUN

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for STUN.

sipendpoint.genesyslab.system.log_level_Transport

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for transport.

sipendpoint.genesyslab.system.log_level_USB Devices

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for USB devices.

sipendpoint.genesyslab.system.log_level_Utilities

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for utilities.

sipendpoint.genesyslab.system.log_level_Voice Quality

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for voice quality.

sipendpoint.genesyslab.system.log_level_XMPP

Default Value: 0
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the log level for XMPP.

sipendpoint.headset-enforce-configured-usage

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the SIP Endpoint must wait for the detection of the headset that is configured in the 'sipendpoint.genesyslab.device.headset_name' option before finalizing initialization. The agent remains logged out until the headset is detected.

sipendpoint.headset-replugged-set-ready

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent SIP DN is set automatically to Ready when the headset that is used by the agent is plugged back in.

sipendpoint.headset-unplugged.not-ready-reason

Default Value:
Valid Values: A valid not ready reason
Changes Take Effect: When the application is started or restarted.

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged and 'sipendpoint.headset-unplugged-set-not-ready' option is set to 'true'.

sipendpoint.headset-unplugged-set-not-ready

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

sipendpoint.init-attempt-nb

Default Value: 10
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

The maximum number of communication attempts between Interaction Workspace and Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the 'interaction-workspace'/'sipendpoint.init-attempt-timer' option.

sipendpoint.init-attempt-timer

Default Value: 1
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

The interval of time, in seconds, between attempts to communicate with the Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the 'interaction-workspace'/'sipendpoint.init-attempt-nb' option.

sipendpoint.log.verbose

Default Value: Trace
Valid Values: Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None.
Changes Take Effect: When the application is started or restarted.

Defines the global level of logging for the SIP Endpoint Application. If set to None, there is no log file created for the Interaction Workspace SIP Endpoint

sipendpoint.proxies.proxy0.reregister_in_seconds

Default Value: 3600
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

The interval of time, in seconds, before SIP Endpoint tries reregistration of line 1.

sipendpoint.proxies.proxy1.reregister_in_seconds

Default Value: 3600
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

The interval of time, in seconds, before SIP Endpoint tries reregistration of line 2.

sipendpoint.retain-volume-settings-between-sessions

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the headset and microphone volume settings are restored from the settings at the previous session login when Interaction Workspace SIP Endpoint starts.

sipendpoint.rtp.2833.enabled

Default Value: 1
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether local support for RFC 2833 out-of-band DTMF is enabled. This option works with the system:dtmf:force_send_in_band option as shown in the following table, where (a) is this option and (b) is the system:dtmf:force_send_in_band option. (a) (b) Result 1 1 Send out-of-band 2833; if that is not acceptable, fall back to in-band. 1 0 Send out-of-band 2833; if that is not acceptable, fall back to INFO . 0 1 Send in-band DTMF. 0 0 Send out-of-band INFO. In-band means that the application encodes the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band, and is only used in specific situations. See system:dtmf:force_send_in_band for examples.

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sipendpoint.rtp.2833.hold_over_time_in_ms

Default Value: 100
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

If Dtmf.force_send_in_band is set to false and rtp2833enabled is set to true, specifies the minimum length of time, in milliseconds, to send 2833 packets. This setting is useful in the scenario where the agent presses a key for a very short time, to ensure that the packet time is longer than the key press time.

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sipendpoint.rtp.2833.packet_time_in_ms

Default Value: 60
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

If Dtmf.force_send_in_band is set to false and rtp2833enabled is set to true, specifies the time, in milliseconds, between 2833 packets. During this time, only audio is sent. This setting is useful in scenarios where back-to-back 2833 packets are handled.

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sipendpoint.rtp.2833.payload_number

Default Value: 101
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

If Dtmf.force_send_in_band is set to false, specifies the payload number for DTMF.

sipendpoint.rtp.inactivity.timer_enabled

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the application should hangup when it detects that the RTP session is inactive.

sipendpoint.sbc-register-address

Default Value:
Valid Values: Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.
Changes Take Effect: When the application is started or restarted.

Specifies the host name or IP Address of the Session Border Controller where the SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the option TServer\sip-address of the SIP Server that monitors this agent's DN. In Business Continuity environment this corresponds to the preferred site registration.

sipendpoint.sbc-register-address.peer

Default Value:
Valid Values: Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.
Changes Take Effect: When the application is started or restarted.

In a Business Continuity environment, specifies the port number on the host of the Session Border Controller where the peer SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the option TServer\sip-address of the SIP Server that monitors the peer agent DN.

sipendpoint.sbc-register-port

Default Value:

Valid Values: Any valid port number on the host.
Changes Take Effect: When the application is started or restarted.

Specifies the port of the Session Border Controller where the SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If the value of this option is empty, the SIP REGISTER request will be sent to the port that is specified by the TServer\sip-port (or TServer\sip-port-tls) option of the SIP Server that monitors the DN of this agent. In a Business Continuity environment, this corresponds to the preferred site registration.

sipendpoint.sbc-register-port.peer

Default Value:
Valid Values: Any valid port number on the host.
Changes Take Effect: When the application is started or restarted.

In a Business Continuity environment, this option specifies the port of the Session Border Controller where the peer SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If the value of this option is empty, the SIP REGISTER request will be sent to the port that is specified by the TServer\sip-port (or TServer\sip-port-tls) option of the SIP Server that monitors the DN of the peer agent.

sipendpoint.system.diagnostics.enable_logging

Default Value: 1
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether logging is enabled for SIP Endpoint.

sipendpoint.system.diagnostics.log_level

Default Value: Error
Valid Values: Specify a value from the following list:
Changes Take Effect: When the application is started or restarted.

Specifies the Log level for SIP Endpoint.

sipendpoint.system.dtmf.force_send_in_band

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Set this option as described in the option RTP:2833:enabled. Consider sending in-band if you own your gateways, and one or more of your gateways does not support 2833, or does not handle it completely, or your gateway is using codecs that reproduce DTMF tones well. In this scenario, set this option to true to ensure that DTMF tones are passed through (bypass the gateway) and that they reproduce accurately at the receiving end. Also consider sending in-band if one or more of your gateways does not support 2833 or does not handle it completely, or your gateway is using codecs that do not reproduce DTMF tones well because they are designed to handle human voice rather than artificial sounds. In this scenario, setting this option to true will not help to ensure that DTMF tones get through.

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sipendpoint.system.dtmf.minimum_rfc2833_play_time

Default Value: 40
Valid Values: An integer value.
Changes Take Effect: When the application is started or restarted.

If the Dtmf.ForceSendInBand option is set to false, then use this option to specify the minimum play duration, in milliseconds, for DTMF tones.

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sipendpoint.system.indialog_notify.enable_indialognotify

Default Value: 1
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether in-dialog Notify is enabled.

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sipendpoint.system.network.dtx_enabled

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether DTX is enabled. When DTX is enabled, transmission to a remote party is suspended

when the application detects that the local user is not speaking (silence is not transmitted). If this option is set to False (the default), then non-speaking audio (silence) is transmitted.

sipendpoint.system.qos.audio

Default Value: tos 46
Valid Values: A valid QOS
Changes Take Effect: When the application is started or restarted.

Specifies the type of QOS (quality of service) that is supported for audio, and if so, whether bandwidth is reserved.

sipendpoint.transport-protocol

Default Value: UDP
Valid Values: A value from the following list: UDP,TCP,TLS.
Changes Take Effect: When the application is started or restarted.

Specifies the transport protocol that is used by Interaction Workspace SIP Endpoint for SIP Communication. This option can be used with Interaction Workspace SIP Endpoint 8.0.204 and above.

sipendpoint.tuning.mixer.allow_master_volume_change

Default Value: 0
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specifies whether the master volume is set when the speaker volume is set. If this option is set to false, the wave volume is set instead of the master volume.

sms.agent.prompt-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the prompt for the messages entered by the agent in the SMS view.

sms.agent.text-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the agent in the SMS view.

sms.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether a SMS interaction is automatically accepted and joined if necessary when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

sms.client.prompt-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the target client in the SMS view.

sms.client.text-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Color of the client text in the SMS view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

sms.default-queue

Default Value:
Valid Values: A valid name of a Script of type Interaction Queue.
Changes Take Effect: At the next interaction.

Specifies the Interaction Queue in which new or reply outbound SMS are submitted when an agent clicks Send and before the interaction is placed in outbound queue.

sms.from-numbers-business-attribute

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: At the next interaction.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as 'from numbers' of outbound SMS interactions.

sms.max-message-number

Default Value: 8
Valid Values: Any valid positive integer. 0 means no maximum.
Changes Take Effect: At the next interaction.

Specifies the maximum number of SMS allowed per message.

sms.other-agent.prompt-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the target agent in the SMS view.

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sms.other-agent.text-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: Immediately.

Color of the other agent text in the SMS view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

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sms.outbound-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which outbound SMS are placed when agents click 'Send' (Page mode only). This options is used only when Interaction Workflow does not set 'Queue for New Interactions' when it is routing Inbound SMS to Agents.

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sms.prompt-for-done

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies if the application prompts a confirmation message when a user clicks the 'done' button. This option can be overridden by a routing strategy as described in Deployment Guide.

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sms.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when SMS interaction is ringing. For example: "Sounds\Ring.mp3

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sms.subject-max-chars

Default Value: 25
Valid Values: An integer value. If set to 0, no subject.
Changes Take Effect: At the next interaction.

Specifies the maximum number of characters from the SMS message that are used to create the message subject in the contact history if the history doesn't contain subject.

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sms.time-stamp

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

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

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sms.transcript-time-frame

Default Value: 24
Valid Values: An integer value. If set to 0, no historic area .
Changes Take Effect: At the next interaction.

Specifies the range of time, in hours, in which to search for previous interactions by the same contact to populate the SMS transcript from the contact history. A value of 0 means nothing is added to the contact history.

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sounds.preloadfiles

Default Value: Sounds\Ring.mp3
Valid Values: A comma-separated list of valid Windows directory paths and file names.
Changes Take Effect: At the next interaction.

Specifies the name and location in the application folder of audio files that are to be pre-loaded when an agent logs in. For Example: "Sounds\Ring.mp3,Sounds\bell.mp3,Sounds\chord.mp3,Sounds\ warning.mp3". The audio files are defined by the options that control sounds, such as voice.ringing-bell and chat.new-message-bell. Files that are not specified by this option are loaded whenever they are needed.

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spellchecker.corporate-dictionary

Default Value:
Valid Values: Comma-separated list of words
Changes Take Effect: When the application is started or restarted.

Specifies a comma-separated list of dictionary words that conform to the limitations of allowable characters in the configuration layer. Typically you would use this list to specify common words in your company, such as your company name or product name.

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spellchecker.corporate-dictionary-file

Default Value:
Valid Values: Absolute or relative path to a text file.
Changes Take Effect: When the application is started or restarted.

Specifies the name and the path to your corporate dictionary file. The path can be relative to the Interaction Workspace working directory (for example: `Dictionaries\CorporateDictionary.txt`) or an absolute path (for example: `C:\PathToDictionaries\CorporateDictionary.txt`). The file must consist of a list of words (one word per line) with ANSI, Unicode, UTF-8 encoding (any encoding accepted by Microsoft .NET).

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standard-response.categories

Default Value: All
Valid Values: A comma-separated value list of category names or full path category starting at the root category. All to display Standard Responses from all categories.
Changes Take Effect: At the next interaction.

Specifies the list of categories that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of those categories.

standard-response.default-search-type

Default Value: AnyKeyword
Valid Values: One of the following values: AnyKeyword, AllKeywords, or ExactText
Changes Take Effect: At the next interaction.

Specifies the default search type that is used to search for text in the Standard Response Library. If empty, the default search type is "AnyKeywords".

standard-response.enable-usage-feedback

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether the usage information of the Standard Response Library is populated in the interaction record in UCS so that it can be read by the Training Server.

standard-response.languages

Default Value: All
Valid Values: A comma-separated value list of languages. All to display Standard Responses from all languages.
Changes Take Effect: At the next interaction.

Specifies the list of languages that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of the root categories of the specified languages.

standard-response.suggested-responses-min-relevancy

Default Value: 50
Valid Values: from 0 to 100
Changes Take Effect: At the next interaction.

Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.

statistics.displayed-statistics

Default Value:
Valid Values: A comma-separated list of Statistic names.
Changes Take Effect: When the application is started or restarted.

Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

statistics.queues

Default Value:
Valid Values: A comma-separated list of queue identifiers in the following format: (<queueNumber>@<switchName>)
Changes Take Effect: When the application is started or restarted.

Specifies the list of queues for which queue statistics are calculated. List of queues can be set through a variable: $AGENT.LOGINQUEUE$ (the queue on which the agent logged in), $AGENTGROUP.ORIGINATIONDNS$ (the queues set as the origination DNs in the agent groups to which this agent belongs).

statistics.refresh-time

Default Value: 10
Valid Values: An integer value greater than 0.
Changes Take Effect: When the application is started or restarted.

Defines the frequency of notification (in seconds) for statistics.

statistics.routing-points

Default Value:
Valid Values: A comma-separated list of Routing Point identifiers in the following format: (<routingPointNumber>@<switchName>)
Changes Take Effect: When the application is started or restarted.

Specifies the list of routing points for which routing point statistics are calculated.

system-tray.tooltip

Default Value: $Application.Title$
Valid Values:
$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.Employ
Changes Take Effect: When the application is started or restarted.

Defines the tooltip of the Interaction Workspace system tray icon by specifying a string that contains the following field codes: $Application.Title$, $Application.Name$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$. If all field codes are empty, the following field codes are used:$Application.Title$.

teamcommunicator.add-recent-filters.voice

Default Value:
Valid Values: A comma-separated list of interaction types taken from the following values: internal, external, consultation.
Changes Take Effect: At next interaction event.

Specifies the list of interaction types that composes the filter of voice interactions distributed to the agent that are used to populate the Recent area of Team Communicator. The main party (agent, contact, phone number) of the incoming voice interactions that match this filter will be added to the Recent area of Team Communicator. It is possible to consult the details of the corresponding interactions when hovering the party name in recent area.

teamcommunicator.always-clear-textbox-on-new-interaction

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

When this option is set to true, Interaction Workspace clears the teamcommunicator search textbox when the interaction is initiated by pressing "Enter" or by clicking on one of the medias of teamcommunicator results. When it is set to false, this option clears the teamcommunicator search textbox only when the interaction is initiated by pressing "Enter"

teamcommunicator.contact-favorite-fields

Default Value: Category,FirstName,LastName,PhoneNumber,EmailAddress
Valid Values: A comma-separated list of values from the following list: Category, FirstName, LastName, PhoneNumber, EmailAddress.
Changes Take Effect: When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a Contact.

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teamcommunicator.corporate-favorites

Default Value:
Valid Values: A comma-separated list of favorite names (section names) defined in the Interaction Workspace application.
Changes Take Effect: When the application is started or restarted.

Specifies the favorites that are pre-assigned to the agents. Those favorites will be 'read only' for the agents.

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teamcommunicator.corporate-favorites-file

Default Value:
Valid Values: Absolute or relative path to an XML file.
Changes Take Effect: When the application is started or restarted.

Specifies the name and the path to your corporate favorites definition file. The path can be relative to the Interaction Workspace working directory (for example: Favorites\CorporateFavorites.txt) or an absolute path (for example: C:\PathToFavorites\CorporateFavorites.txt). The file must be in XML format. Overrides the teamcommunicator.corporate-favorites option.

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teamcommunicator.custom-favorite-fields

Default Value: Category,FirstName,LastName,PhoneNumber,EmailAddress
Valid Values: A comma-separated list of values from the following list: Category, FirstName, LastName, PhoneNumber, EmailAddress.
Changes Take Effect: When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite created from a typed phone number or e-mail address.

teamcommunicator.internal-favorite-fields

Default Value: Category,DisplayName
Valid Values: A comma-separated value list of values from the following list: Category, DisplayName.
Changes Take Effect: When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a named resource.

teamcommunicator.list-filter-showing

Default Value: Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue,Contact
Valid Values: A comma-separated value list of filter items to be displayed in the team communicator, for example: Agent,AgentGroup,Skill,RoutingPoint,Queue,Contact,InteractionQueue
Changes Take Effect: When the application is started or restarted.

Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

teamcommunicator.list-status-reachable

Default Value: NotReady
Valid Values: A comma-separated list of agent status from the following list: NotReady, LoggedOff, Busy
Changes Take Effect: When the application is started or restarted.

Specifies the list of not-ready statuses for which a target agent can be contacted for consultation, transfer, and conference, requests. If the not-ready status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

teamcommunicator.load-at-startup

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

This option is used for performance issue at login time (when a lot of agents logs in at the same time). Specifies if all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Teamcommunicator are loaded at login time. If this option is set to false, the elements are no longer loaded at login time, but the 1st time the focus is placed in the Team Communicator.

teamcommunicator.max-suggestion-size

Default Value: 10
Valid Values: An integer value from 1 through 50.
Changes Take Effect: When the application is started or restarted.

Maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

teamcommunicator.recent-max-records

Default Value: 10
Valid Values: An integer value from 1 through 50.
Changes Take Effect: When the application is started or restarted.

The number of recent internal targets to display in the list of recent targets.

teamcommunicator.request-start-timer

Default Value: 300
Valid Values: An integer value from 1 through 5000.
Changes Take Effect: When the application is started or restarted.

Request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

teamlead.agent-status.enabled-agent-group-security-mode

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next agent search.

Introduced: 8.5.130.04

Specifies that a Team Lead may change the status of an agent only if the agent is a member of an Agent Group that the Team Lead supervises. When set to false, any Team Lead can change the agent's status. Relies on the 'Team Lead - Can Change Agent Status' privilege being granted.

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teamlead.monitoring-scope

Default Value: call
Valid Values: Select a value from the following list: agent,call
Changes Take Effect: Immediately.

Specifies the scope of monitoring that is to be used for voice interactions in environments that use SIP Server.

- call: The supervisor remains on the call until it is finished. This mode enables barge-in.

- agent: System disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

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toast.case-data.content

Default Value: History,CaseData
Valid Values:
Changes Take Effect: At the next interaction.

Specifies the content of the Case Information area in the interaction preview. The `CaseData` key enables the display of the attached data that is defined by the interaction.case-data.format-business-attribute option. The `History` key enables the display of interaction history information. The order of the values defines the order of the Case Data and History information in the Case Information area of the interaction preview. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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toast.case-data.format-business-attribute

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
Changes Take Effect: At the next interaction

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

This option can be overridden by a routing strategy as described in Deployment Guide.
You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the toast.case-data.order option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in option toast.case-data.order are put at the bottom of the list.

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toast.window-title

Default Value: ($Contact.FirstName$ $Contact.LastName$
Valid Values:
$Window.Title$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Interaction.CaseI
(X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

Defines the title of the Toast window by specifying a string that contains the following field codes:$Window.Title$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Interaction
(X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: '$Window.Title$ - $Interaction.MainParty$'.

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views.CaseContactRegion.activate-order

Default Value: InteractionContactInformationView,InteractionContactHistoryView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): InteractionContactInformationView,InteractionContactHistoryView,...
Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default view. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.CaseContactRegion.order

Default Value: InteractionContactInformationView,InteractionContactHistoryView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): InteractionContactInformationView,InteractionContactHistoryView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.CaseViewSideButtonRegion.order

Default Value: InteractionContainerSideButtonView,SRLSideButtonView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): InteractionContainerSideButtonView,SRLSideButtonView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.ContactInfoHistoryMultiRegion.activate-order

Default Value: ContactInformationView,ContactHistoryView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView,...
Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default one. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.ContactInfoHistoryMultiRegion.order

Default Value: ContactInformationView,ContactHistoryView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.ContactTabBottomHistoryMultiRegion.activate-order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...
Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specify region or specifies the order of a list of view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:
http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ContactTabBottomHistoryMultiRegion.order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.InteractionDetailsRegion.activate-order

Default Value: NotepadVoiceNotepadView,DispositionsView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): NotepadVoiceNotepadView,DispositionsView,...
Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default view. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.InteractionDetailsRegion.order

Default Value: DispositionsView,NotepadVoiceNotepadView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): DispositionsView,NotepadVoiceNotepadView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ToolbarWorkplaceRegion.activate-order

Default Value:
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...
Changes Take Effect: When the views are instantiated.

To indicate the selected (or default) view in the specified region, specifies an ordered list of view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:
http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.ToolbarWorkplaceRegion.order

Default Value:
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.ToolbarWorksheetButtonRegion.order

Default Value:
MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarC
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarC
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.WorkbinsTabBottomHistoryMultiRegion.activate-order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...
Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specify region or specifies the order of a list view. If it exists, the first view is the default one. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

views.WorkbinsTabBottomHistoryMultiRegion.order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...
Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

voice.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specify whether a voice interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

voice.dtmf-inactivity-typing-timeout

Default Value: 500
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.

Defines the inactivity duration, in milliseconds, after which any buffered digits will be sent. A value of 0 means that each digit will be sent individually.

voice.enable-init-conference

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether the 'Initiate Transfer' and 'Initiate Conference' functions are displayed as separate actions to the Agent in the 'Consultation' area. When this option is set to 'false', the single menu item 'Start Voice Consultation' is displayed. This menu item triggers the 'Initiate Transfer' function.

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voice.enable-make-call-consultation

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.

Specify whether a voice consultation is done through a MakeCall event instead of an InitTransfer/InitConference when the primary call is already held.

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voice.mark-done-on-release

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specify if an interaction should be closed automatically if a TServer Release event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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voice.one-step-trsf-mode

Default Value: default
Valid Values: Select at least one item from the list.
Changes Take Effect: When the application is started or restarted.

Specifies the type of one-step transfer. If you specify default, the one step transfer operation is 'single-step-transfer' when it is supported by your switch, or 'mute-transfer' if single step transfer is not supported by your switch.

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voice.prompt-for-end

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether Interaction Workspace displays a confirmation message when the agent clicks 'End'. This option can be overridden by a routing strategy as described in Deployment Guide.

voice.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the voice channel ringing sound-configuration string. For example: "Sounds\Ring.mp3

webcallback.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether a Web Callback interaction is automatically accepted when Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

webcallback.auto-dial

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies whether Callback Phone Number is automatically dialed when an Interaction Web Callback is accepted. This option can be overridden by a routing strategy as described in Deployment Guide.

webcallback.callback-information.content

Default Value: Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime,FormerAttempts
Valid Values: A comma separated list of items within the following list: Subject, PhoneNumber, Type, ScheduledDate, ContactTime, LocalTime, FormerAttempts, Result.
Changes Take Effect: At the next interaction.

Defines the callback data that is displayed in the Callback Information Area. The callback data entries are displayed in the order in which they appear in the list.

webcallback.callback-information.frame-color

Default Value:

1. FFDFE8F6

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: At the next interaction.

Specifies the color of the border of the Callback Information view frame of Web Callback interactions. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in Deployment Guide.

webcallback.callback-information.header-foreground-color

Default Value:

1. FF15428B

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: At the next interaction.

Specifies the color of the foreground of the Callback Information view frame of Web Callback interactions. Example #FFFFFFFF for white color. This option can be overridden by a routing strategy as described in Deployment Guide.

webcallback.complete-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent marks one as processed.

webcallback.park-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which the parent Web Callback interaction is placed when an agent transfers a voice call that is created from a Web Callback interaction.

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webcallback.reschedule-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent reschedules one and marks it as processed.

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webcallback.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when Web Callback interaction is delivered to the agent. For example: "Sounds\Ring.mp3

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webproxy.address

Default Value:
Valid Values: An empty address to specify the default proxy configuration of Microsoft Internet Explorer, a valid proxy address (for example: http://my-proxy-server:3128), "None", or an invalid address to use no proxy at all.
Changes Take Effect: At the next interaction.

Specifies the web proxy host address that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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webproxy.password

Default Value:
Valid Values: The password of the proxy credentials. Leave empty to not use any credentials.
Changes Take Effect: At the next interaction.

Specifies the password to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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webproxy.username

Default Value:
Valid Values: The username of the proxy credentials. Leave empty to not use any credentials.
Changes Take Effect: At the next interaction.

Specifies the username to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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workbin.email.draft

Default Value:
Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
Changes Take Effect: When the application is started or restarted.

The name of the Workbin to be used to store draft e-mail.

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workbin.email.draft.displayed-columns

Default Value: To,Subject,Submitted
Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received
Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores Draft e-mail interactions.

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workbin.email.in-progress

Default Value:
Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.
Changes Take Effect: When the application is started or restarted.

The name of the workbin that is to be used to store inbound e-mail for later processing, after an agent explicitly saved the e-mail or submitted an outbound reply.

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workbin.email.in-progress.displayed-columns

Default Value: From,Subject,Received
Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received
Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores In-Progress e-mail interactions.

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workbin.<media-type>.<workbin-nickname>

Default Value:
Valid Values: The name of a valid Script object of type Interaction Workbin.
Changes Take Effect: When the application is started or restarted.

The name of the workbin that is to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

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workbin.<media-type>.<workbin-nickname>.displayed-columns

Default Value: From,To,Subject,Received
Valid Values: A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received
Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns of the specified workbin.

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workbin.<media-type>.in-progress

Default Value:
Valid Values: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.
Changes Take Effect: When the application is started or restarted.

The name of the workbin to be used to store In-Progress workitems of the specified media type.

workbin.<media-type>.in-progress.displayed-columns

Default Value: From,To,Subject,Received
Valid Values: A comma-separated list of Interaction Server interaction properties, for example:
From,Subject,Received
Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores In Progress
workitems of specified media type.