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Genesys Engage Digital (eServices)

Social Media Plug-in for use with Workspace Desktop Edition

5/4/2025

Social Media Plug-in for use with Workspace Desktop Edition

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

- [interaction-workspace](#)

Tip

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

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
interaction-workspace	display-format.interaction-facebook-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	At the next interaction
interaction-workspace	display-format.interaction-rss-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	At the next interaction
interaction-workspace	display-format.interaction-twitter-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	At the next interaction
interaction-workspace	facebook.auto-answer	false	At the next interaction
interaction-workspace	facebook.check-possible-actions	true	At the next interaction
interaction-workspace	facebook.comments-order-direction	ASC	At the next interaction
interaction-workspace	facebook.comments-pagination-size	10	Immediately
interaction-workspace	facebook.default-queue	*queue name*	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	facebook.disable-attachment-preloading	false	At the next interaction
interaction-workspace	facebook.font-name	*font name*	At the next interaction
interaction-workspace	facebook.font-size	14	At the next interaction
interaction-workspace	facebook.hashtag-regex	(?: (?<=\\s) ^)#(\\w*[A-Za-z_]+\\w*)	Immediately
interaction-workspace	facebook.image-attachment-max-size	8192	Immediately
interaction-workspace	facebook.outbound-interaction-creation-mode	default	At the next interaction
interaction-workspace	facebook.outbound-queue	*queue name*	At start/restart
interaction-workspace	facebook.prompt-for-done	false	At the next interaction
interaction-workspace	facebook.response-wait-time	10000	Immediately
interaction-workspace	facebook.subject-max-chars	100	Immediately
interaction-workspace	facebook.text-flow-type	auto	At the next interaction
interaction-workspace	facebook.toast-information-key	Subject	Immediately
interaction-workspace	facebook.ucs-timeout	60	Immediately
interaction-workspace	facebook.url-regex	((http https ftp)\\:\\V)?[a-zA-Z0-9\\-\\.]+\\.[a-zA-Z]{2,3}(\\:[a-zA-Z0-9\\+)?(\\V)?([a-zA-Z0-9\\-\\._]?\\V \\+ & \\% \\\$ \\# \\! = ~ \\)(* : \\.)*)	Immediately
interaction-workspace	facebook.use-esp-broadcast	false	At the next interaction
interaction-workspace	facebook.video-attachment-max-size	25600	Immediately
interaction-workspace	facebook.webclient-user-agent	Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36	At start/restart
interaction-workspace	facebook.webproxy-mode	none	At start/restart
interaction-workspace	facebookprivatemessage.default-queue	*queue name*	At start/restart
interaction-workspace	facebookprivatemessage.hashtag-regex	(?: (?<=\\s) ^)#(\\w*[A-	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	regex	Za-z_]+(w*)	
interaction-workspace	facebookprivatemessage.outbound-queue	*queue name*	At start/restart
interaction-workspace	facebookprivatemessage.response-wait-time	10000	Immediately
interaction-workspace	facebookprivatemessage.subject-max-chars	100	Immediately
interaction-workspace	facebookprivatemessage.uri-regex	((http https ftp)\:VV)?[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\+\?(\V)?([a-zA-Z0-9\-\._]\?\.\'V\\ +\& \% \\$ \# \! = \~ \) \ (* :)) *	Immediately
interaction-workspace	facebooksession.auto-answer	false	At the next interaction
interaction-workspace	facebooksession.background-color-agent	#FFF3F7FB	Immediately
interaction-workspace	facebooksession.background-color-client	#FFDBE5F4	Immediately
interaction-workspace	facebooksession.background-color-client-structured	#F9E8CE	Immediately
interaction-workspace	facebooksession.background-color-error	#FFF6347	Immediately
interaction-workspace	facebooksession.background-color-external	#FFF5F5F5	Immediately
interaction-workspace	facebooksession.delayed-time	60	At the next interaction
interaction-workspace	facebooksession.enter-send-pm	true	At the next interaction
interaction-workspace	facebooksession.font-size-text	15	Immediately
interaction-workspace	facebooksession.generic-thumbnail-height	40	Immediately
interaction-workspace	facebooksession.generic-thumbnail-width	40	Immediately
interaction-workspace	facebooksession.get-transcript-interactions	true	At the next interaction
interaction-workspace	facebooksession.image-thumbnail-height	150	Immediately
interaction-workspace	facebooksession.image-thumbnail-width	200	Immediately
interaction-workspace	facebooksession.max-chars	2000	Immediately
interaction-workspace	facebooksession.outbound	8192	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	attachment-max-size		
interaction-workspace	facebooksession.outbound-nonimage-attachment-max-size	25600	Immediately
interaction-workspace	facebooksession.reconnect-attempts	5	Immediately
interaction-workspace	facebooksession.reconnect-timeout	10	Immediately
interaction-workspace	facebooksession.response-wait-time	10000	Immediately
interaction-workspace	facebooksession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	facebooksession.toast-information-key	Subject	Immediately
interaction-workspace	facebooksession.transcript-interactions-count	20	At the next interaction
interaction-workspace	facebooksession.url-regex	((http https ftp)\.:\V)?[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\+\.\.\V)?([a-zA-Z0-9\-\.\.\V\ \'\/\\+\&%\\$#\! =~\)\(*\.])*)	Immediately
interaction-workspace	interaction-bar.quick-access-modes.facebook	Pinned	At the next interaction
interaction-workspace	interaction-bar.quick-access-modes.facebookprivatemessage	Pinned	At the next interaction
interaction-workspace	interaction-bar.quick-access-modes.facebooksession	Pinned	At the next interaction
interaction-workspace	interaction-bar.quick-access-modes.rss	Pinned	At the next interaction
interaction-workspace	interaction-bar.quick-access-modes.twitter	Pinned	At the next interaction
interaction-workspace	intercommunication.facebook.queue		At start/restart
interaction-workspace	intercommunication.facebook.routing-base-actions		At the next interaction
interaction-workspace	intercommunication.facebook.routing-based-targets		At the next interaction
interaction-workspace	intercommunication.facebooksession.queue		At start/restart
interaction-workspace	intercommunication.facebooksession.routing-base-actions	OneStepTransfer	At the next interaction
interaction-workspace	intercommunication.facebooksession.routing-based-targets		At the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	intercommunication.rss.queue		At start/restart
interaction-workspace	intercommunication.rss.routing-base-actions		At the next interaction
interaction-workspace	intercommunication.rss.routing-based-targets		At the next interaction
interaction-workspace	intercommunication.twitter.queue		At start/restart
interaction-workspace	intercommunication.twitter.routing-base-actions		At the next interaction
interaction-workspace	intercommunication.twitter.routing-based-targets		At the next interaction
interaction-workspace	intercommunication.twitterdirect.queue		At start/restart
interaction-workspace	intercommunication.twitterdirect.routing-base-actions		At the next interaction
interaction-workspace	intercommunication.twitterdirect.routing-based-targets		At the next interaction
interaction-workspace	keyboard.shortcut.interaction.facebook.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook-pm.delete	Ctrl+Shift+D	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook-pm.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook-pm.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.outbound.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.outbound.delete	Ctrl+Shift+D	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.outbound.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.outbound.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.session.disconnect	Ctrl+Shift+B	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.session.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.session.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitterdirect.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitterdirect.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.outbound.delete	Ctrl+Shift+D	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.outbound.move-to-workbin	Ctrl+Shift+W	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.interaction-bound.transfer	Ctrl+Shift+T	At start/restart
interaction-workspace	log.filter-data._facebookPictureBody	skip	At start/restart
interaction-workspace	rss.auto-answer	false	At the next interaction
interaction-workspace	rss.prompt-for-done	false	At the next interaction
interaction-workspace	rss.response-wait-time	10000	Immediately
interaction-workspace	rss.toast-information-key	Subject	Immediately
interaction-workspace	rss.url-regex	((http https ftp)\:V\)?[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\.]+\.[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3})?(\?V)?([a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3})?(\?V)?([a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3})?	Immediately
interaction-workspace	socialmedia-tls-enabled	false	At the next interaction
interaction-workspace	twitter.auto-answer	false	At the next interaction
interaction-workspace	twitter.default-queue	*queue name*	At start/restart
interaction-workspace	twitter.direct-message-disable-reply	true	At the next interaction
interaction-workspace	twitter.disable-attachment-preloading	false	At the next interaction
interaction-workspace	twitter.emojis-business-attribute		At the next interaction
interaction-workspace	twitter.font-name	*font name*	At the next interaction
interaction-workspace	twitter.font-size	14	At the next interaction
interaction-workspace	twitter.hashtag-regex	(?:(?<=s) ^)#(\w*[A-Za-z_]+\w*)	Immediately
interaction-workspace	twitter.image-attachment-char-length	23	Immediately
interaction-workspace	twitter.image-attachment-max-size	5120	Immediately
interaction-workspace	twitter.max-chars	140	Immediately
interaction-workspace	twitter.mention-regex	@(\w+)	Immediately
interaction-workspace	twitter.outbound-attachment-filter	Image files *.jpeg;*.jpg;*.png;*.gif	At the next interaction
interaction-workspace	twitter.outbound-interaction-creation-mode	default	At the next interaction
interaction-workspace	twitter.outbound-queue	*queue name*	At start/restart
interaction-workspace	twitter.prompt-for-done	false	At the next interaction
interaction-workspace	twitter.response-wait-time	10000	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	twitter.sentmessages-image-max-height	60	Immediately
interaction-workspace	twitter.shortened-url-char-length	23	Immediately
interaction-workspace	twitter.subject-max-chars	100	Immediately
interaction-workspace	twitter.text-flow-type	auto	At the next interaction
interaction-workspace	twitter.toast-information-key	Subject	Immediately
interaction-workspace	twitter.ucs-timeout	60	Immediately
interaction-workspace	twitter.url-regex	((http https ftp)\.:\V)?[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3})?(\V)?([a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3})?	Immediately
interaction-workspace	twitter.use-check-candm	true	At the next interaction
interaction-workspace	twitter.use-esp-broadcast	false	At the next interaction
interaction-workspace	twitter.webclient-user-agent	Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36	At start/restart
interaction-workspace	twitterdirect.auto-answer	false	At the next interaction
interaction-workspace	twitterdirect.default-queue	*queue name*	At start/restart
interaction-workspace	twitterdirect.direct-message-disable-reply	true	At the next interaction
interaction-workspace	twitterdirect.direct-message-max-chars	1000	Immediately
interaction-workspace	twitterdirect.disable-attachment-preloading	false	At the next interaction
interaction-workspace	twitterdirect.hashtag-regex	(?: (?<= \s) ^) # (\w * [A - Z a - z _] + \w *)	Immediately
interaction-workspace	twitterdirect.mention-regex	@ (\w +)	Immediately
interaction-workspace	twitterdirect.outbound-queue	*queue name*	At start/restart
interaction-workspace	twitterdirect.prompt-for-done	false	At the next interaction
interaction-workspace	twitterdirect.response-	10000	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>wait-time</code>		
interaction-workspace	<code>twitterdirect.sentmessages-image-max-height</code>	60	Immediately
interaction-workspace	<code>twitterdirect.shortened-url-char-length</code>	23	Immediately
interaction-workspace	<code>twitterdirect.toast-information-key</code>	Subject	Immediately
interaction-workspace	<code>twitterdirect.url-regex</code>	<code>((http https ftp)\.:\V)?[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\+\.\.\V)?([a-zA-Z0-9\-\.\.\V\? \'\/\\+ & %\\$ #\! = ~)\(\(*\.:)\)*</code>	Immediately
interaction-workspace	<code>twitterdirect.use-esp-broadcast</code>	false	At the next interaction
interaction-workspace	<code>workbin.facebook.draft</code>	Facebook Workbin Draft	At start/restart
interaction-workspace	<code>workbin.facebook.in-progress</code>	Facebook Workbin InProgress	At start/restart
interaction-workspace	<code>workbin.facebookprivatemessage.draft</code>	Facebook Workbin Draft	At start/restart
interaction-workspace	<code>workbin.twitter.draft</code>	Twitter Workbin Draft	At start/restart
interaction-workspace	<code>workbin.twitter.in-progress</code>	Twitter Workbin InProgress	At start/restart
interaction-workspace	<code>workbin.twitterdirect.draft</code>	Twitter Workbin Draft	At start/restart
interaction-workspace	<code>workbin.twitterdirect.in-progress</code>	Twitter Workbin InProgress	At start/restart
Section	Option	Default	Changes Take Effect