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# Web Services and Applications

Genesys Configuration Options Current

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# Workspace Web Edition Options Reference

Welcome to the Options Reference for Genesys Web Services and Applications. This document describes the configuration options for the following components of Genesys Web Services and Applications:

## Important

For information about how to use these options to configure Workspace Web Edition functionality and behavior, refer to the *Workspace Web Edition 9.0.0 Configuration Guide* or the *Web Services and Applications 8.5.2 Configuration Guide*.

- [Workspace Web Edition 9.0](#)
- [Web Services and Applications 8.5.2](#)

# Workspace Web Edition 9

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

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

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

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

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

- [crm-adapter](#)
- [interaction-workspace](#)
- [queue-presence](#)
- [routing-point-presence](#)
- [workspace-service](#)

## Tip

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

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

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

Section	Option	Default	Changes Take Effect
crm-adapter	<a href="#">click-to-</a>	default	When the session is
Section	Option	Default	Changes Take Effect

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

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

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

Section	Option	Default	Changes Take Effect
interaction-workspace	<media-type>.ringing-bell	No default value	Immediately
interaction-workspace	accessibility.agent-state-change-bell	No default value	Immediately
interaction-workspace	accessibility.dialog-bell	No default value	Immediately
interaction-workspace	accessibility.dialog-error-bell	No default value	Immediately
interaction-workspace	accessibility.focus-on-interaction-toast	false	After the next platform configuration refresh interval.
interaction-workspace	accessibility.interaction-state-change-bell	No default value	Immediately
interaction-workspace	accessibility.outbound-campaign-state-change-bell	No default value	Immediately
interaction-workspace	accessibility.permanent-statistics-change-bell	No default value	Immediately
interaction-workspace	accessibility.supervision-state-change-bell	No default value	Immediately
interaction-workspace	accessibility.tooltip.hide-on-click	true	Immediately
interaction-workspace	accessibility.tooltip.is-hoverable	false	Immediately
interaction-workspace	accessibility.tooltip.show-on-focus	false	Immediately
interaction-workspace	accessibility.visual-impairment-profile	false	After the next platform configuration refresh interval.
interaction-workspace	accessibility.voicemail-message-change-bell	No default value	Immediately
interaction-workspace	accessibility.warning-message-bell	No default value	Immediately
interaction-workspace	accessibility.<media-type>.focus-on-interaction-toast	false	After the next platform configuration refresh interval.
interaction-workspace	agent-assist.confidence.article.enable	true	Immediately
interaction-workspace	agent-assist.confidence.article.threshold.high	80	Immediately
interaction-workspace	agent-assist.confidence.article.threshold.low	50	Immediately
interaction-workspace	agent-assist.confidence.faq.enable	true	Immediately
interaction-workspace	agent-	80	Immediately
Section	Option	Default	Changes Take Effect



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

Section	Option	Default	Changes Take Effect
			configuration refresh interval.
interaction-workspace	<code>chat.detail-region.default-display-mode</code>	Medium	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.enable-auto-disconnect</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.new-message-bell</code>	No default value	Immediately
interaction-workspace	<code>chat.nickname</code>	\$Agent.UserName\$	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.on-hold-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.os-emoji-is-enabled</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.pending-response-to-customer</code>	30,50	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.prompt-for-done</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.prompt-for-end</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.push-url.max-records</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>chat.time-stamp</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.typing-is-enabled</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>chat.typing-timeout</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.all-interactions-default-time-filter-main</code>	1M	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.all-interactions-displayed-columns</code>	Status,Subject,StartDate,EndDate	Immediately
interaction-workspace	<code>contact.all-interactions-</code>	Subject	After the next platform
Section	Option	Default	Changes Take Effect

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

Section	Option	Default	Changes Take Effect
	<code>filters</code>		configuration refresh interval.
interaction-workspace	<code>contact.history-quick-search-attributes</code>	Subject	Immediately
interaction-workspace	<code>contact.history.quick-search.max-input-length</code>	10	Immediately
interaction-workspace	<code>contact.history-search-attribute-group.&lt;group-name&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.history-search-attributes</code>	Status,StartDate,EndDate,Subject	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.last-called-agent.enable</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.last-called-agent.&lt;media-type&gt;.enable</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.auto-assign-mode</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.enable</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.enable-create-contact</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.voice.intercommunication.use-dialed-phone-number</code>	true	Immediately
interaction-workspace	<code>contact.lookup.voice.use-dialed-phone-number</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.voice.use-formatted-number</code>	true	Immediately
interaction-workspace	<code>contact.lookup.&lt;media-type&gt;.auto-assign-mode</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.&lt;media-type&gt;.enable</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.lookup.&lt;media-type&gt;.enable-create-contact</code>	true	Immediately
interaction-workspace	<code>contact.mandatory-attributes</code>	FirstName,LastName	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>contact.multiple-value-attributes</code>	PhoneNumber,EmailAddress	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.myhistory-default-time-filter-main</code>	1M	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.myhistory-displayed-columns</code>	Status,Subject,StartDate,EndDate	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.myhistory-displayed-columns-conversations</code>	Status,Subject,StartDate,EndDate	Immediately
interaction-workspace	<code>contact.myhistory-quick-search-attributes</code>	Subject	Immediately
interaction-workspace	<code>contact.phone-number-validation.attributes</code>	PhoneNumber	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.phone-number-validation.enable</code>	true	Immediately
interaction-workspace	<code>contact.potential-match.search-query.and-clause</code>	No default value	Immediately
interaction-workspace	<code>contact.potential-match.search-query.or-clause</code>	PhoneNumber,EmailAddress	Immediately
interaction-workspace	<code>contact.related-interactions.custom-attributes</code>	No default value	Immediately
interaction-workspace	<code>contact.related-interactions.open.max-number</code>	10	Immediately
interaction-workspace	<code>contact.related-interactions.sort-by.attributes</code>	\$All\$	Immediately
interaction-workspace	<code>contact.suggested-contacts.max-limit</code>	50	Immediately
interaction-workspace	<code>contact.ucs-interaction.voice-campaign.create-without-contact</code>	false	Immediately
interaction-workspace	<code>contact.ucs-interaction.voice-campaign.enable-create</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.ucs-interaction.voice.enable-create</code>	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>contact.ucs-interaction.voice.enable-create-without-contact</code>	false	Immediately
interaction-workspace	<code>contact.ucs-interaction.voice.unanswered.enable-create</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>contact.ucs-interaction.&lt;media-type&gt;.enable-create</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>disaster-recovery.authentication-mode</code>	INTERNAL	Immediately
interaction-workspace	<code>disaster-recovery.enabled</code>	false	Immediately
interaction-workspace	<code>editor.default-font</code>	Serif	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.default-font-size</code>	9	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.font-sizes</code>	8,9,10,11,12,14,16,18,20,22,24,26,28,30,36,48,72	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.fonts</code>	Serif,Sans-serif,Monospace,Cursive,Fantasy,Tahoma,Roboto,Arial,Helvetica	After the next platform configuration refresh interval.
interaction-workspace	<code>editor.SRL.shortcuts.prefix</code>	#	After the next platform configuration refresh interval.
interaction-workspace	<code>email.allowed-image-extensions</code>	jpg,gif,png	After the next platform configuration refresh interval.
interaction-workspace	<code>email.auto-answer</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>email.default-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.detail-region.default-display-mode</code>	Medium	After the next platform configuration refresh interval.
interaction-workspace	<code>email.enable-email-address-validation</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.enable-toggle-format</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>email.from-addresses</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.html-format</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.include-original-text-in-reply</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.inline-forward.exclude-case-data-keys</code>	ContactId,EmailAddress,FirstName,LastName,PhoneNumber,toAdd	Immediately
interaction-workspace	<code>email.inline-forward-header</code>	\$FullHeaders\$	After the next platform configuration refresh interval.
interaction-workspace	<code>email.inline-forward-prefix</code>	Fwd:	After the next platform configuration refresh interval.
interaction-workspace	<code>email.inline-forward-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.insert-url.max-records</code>	20	Immediately
interaction-workspace	<code>email.mandatory-subject</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.max-attachment-size</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>email.max-attachments-size</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound.editable-bcc-addresses</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound.editable-cc-addresses</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound.editable-to-addresses</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>email.outbound-queue</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.print.print-content</code>	From,To,Cc,Subject,Body,Date,Attachments,InteractionType	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>email.prompt-for-done</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>email.qa-review-dispositions-business-attribute</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.quote-char</code>	>	After the next platform configuration refresh interval.
interaction-workspace	<code>email.quote-header</code>	On <date>, <contact> wrote:	After the next platform configuration refresh interval.
interaction-workspace	<code>email.reply-format</code>	auto	After the next platform configuration refresh interval.
interaction-workspace	<code>email.reply-prefix</code>	Re:	After the next platform configuration refresh interval.
interaction-workspace	<code>email.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>email.signature</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.signature.attachments-enabled</code>	false	Immediately
interaction-workspace	<code>email.signature.line-&lt;n&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>email.signature.process-embedded-images.enable</code>	false	Immediately
interaction-workspace	<code>expression.gws-url.capturing-groups</code>	<code>https://(?:gapi gwa)-(.*)\.genesyscloud\.com</code>	Immediately
interaction-workspace	<code>expression.gws-url.capturing-groups-&lt;n&gt;</code>	<code>https://(.*)-(?:gapi gwa)-(.*)\.genesyscloud\.com</code>	Immediately
interaction-workspace	<code>expression.identify.email-address</code>	<code>(\w+([-+.] \w+)*@\w+([-.] \w+)*\.\w+([-+.] \w+)*)</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.identify.phone-number</code>	<code>(?:([+])?([\d]{1,3})(?:[ ] [-.])?([1-9])?([\d]{1,3})[\d]{1,4}) ([\d]{3,})</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.outbound-campaign-phone-number</code>	<code>^\(\(\)\-\.\+\d\s*#\)*[\d]+[\(\)\-\.\+\d\s*#/\]*\$</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>expression.phone-number.supported-</code>	0123456789+	After the next platform configuration refresh
Section	Option	Default	Changes Take Effect



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

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>interaction.disposition.key-name</code>	DispositionCode	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.disposition.use-attached-data</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.disposition.value-business-attribute</code>	DispositionCode	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.group-recovered-interactions.activate-threshold</code>	15	Immediately
interaction-workspace	<code>interaction.group-recovered-interactions.enable</code>	true	Immediately
interaction-workspace	<code>interaction-management.available-interaction-page-sizes</code>	5,10,25,50	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-management.default-interaction-page-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-management.filters</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-management.filters.quick-search-attributes</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-management.interactions-filter.displayed-columns</code>	From,To,Subject,Received	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction-management.markdone.mandatory-case-data-check.enable</code>	false	Immediately
interaction-workspace	<code>interaction-management.move-to-workbin.restrict-to-my-team</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.override-option-key</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>interaction.reject-route</code>	No default value	Immediately
interaction-workspace	<code>interaction.reject-route.default-method</code>	redirect	Immediately
interaction-workspace	<code>interaction.related.disposition_key-name</code>	\$Default\$	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	interaction.related.disposition_value-business-attribute	\$Default\$	Immediately
interaction-workspace	interaction.voice.anonymous-contact.key-name	No default value	After the next platform configuration refresh interval.
interaction-workspace	interaction.web-content	No default value	After the next platform configuration refresh interval.
interaction-workspace	interaction.web-content.url-encoding-defense-enabled	INTERNAL,BACKGROUND,HIDDEN,FORCE	Immediately
interaction-workspace	intercommunication.chat.queue	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.chat.routing-based-actions	InitTransfer,OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.chat.routing-based-targets	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.email.queue	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.email.routing-based-actions	OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.email.routing-based-targets	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.consultation-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.voice.make-call-caller-id-business-attribute	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.make-call-caller-id-enable-anonymous	false	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.make-call-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.voice.routing-based-actions	MakeCall,OneStepConference,OneStepTransfer,InitTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.routing-based-targets	No default value	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	intercommunication.voice.routing-points	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.voice.step-conference-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.voice.step-transfer-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	Immediately
interaction-workspace	intercommunication.workitem	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.workitem.routing-based-actions	OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.workitem.routing-based-targets	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.<media-type>.queue	No default value	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.<media-type>.routing-based-actions	OneStepTransfer	After the next platform configuration refresh interval.
interaction-workspace	intercommunication.<media-type>.routing-based-targets	No default value	After the next platform configuration refresh interval.
interaction-workspace	keyboard.shortcut.interaction-next	Alt+N	After the next platform configuration refresh interval.
interaction-workspace	keyboard.shortcut.interaction-previous	Alt+P	After the next platform configuration refresh interval.
interaction-workspace	keyboard.shortcut.jump-to-last-error	Alt+L	After the next platform configuration refresh interval.
interaction-workspace	kpi.displayed-kpis	No default value	After the next platform configuration refresh interval.
interaction-workspace	login.chat.is-auto-ready	false	Immediately
interaction-workspace	login.email.is-auto-ready	false	Immediately
interaction-workspace	login.list-available-locales	No default value	Immediately
interaction-workspace	login.prompt-place	false	Immediately
interaction-workspace	login.show-change-	true	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>account-link</code>		configuration refresh interval.
interaction-workspace	<code>login.store-recent-place</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.auto-not-ready-reason</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.dn-less-phone-number.sample</code>	No default value	Immediately
interaction-workspace	<code>login.voice.dn-less-phone-number.valid-format</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.expression.dn-less-phone-number</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.is-auto-ready</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.list-available-queues</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.nb-dn-less-phone-number-stored</code>	1	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.prompt-dn-less-phone-number</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>login.voice.prompt-queue</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>login.workmode</code>	unknown	After the next platform configuration refresh interval.
interaction-workspace	<code>login.&lt;media-type&gt;.is-auto-ready</code>	false	Immediately
interaction-workspace	<code>main-window.window-title</code>	<code>\$Window.Title\$</code>	After the next platform configuration refresh interval.
interaction-workspace	<code>ms-teams.graph-api.app-client-id</code>	""	After the next platform configuration refresh interval.
interaction-workspace	<code>ms-teams.graph-api.app-tenant-id</code>	common	After the next platform configuration refresh interval.
interaction-workspace	<code>ms-teams.phone-</code>	businessPhones	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>number-collection-attribute</code>		configuration refresh interval.
interaction-workspace	<code>my-team-workbins.agent-page-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>openmedia.workitem-channels</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.agent-preview-mode</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.call-result-automatically-selected</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.call-result-is-mandatory</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.call-result-values</code>	Answered,AnsweringMachineBusy,NoAnswer,WrongNumber	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound-callback.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>outbound.callback-types</code>	Personal,Campaign	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.direct-push-preview.no-record-timeout</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.direct-push-preview-toast.timeout</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.dispositions-allowing-treatment-on-reschedule</code>	No default value	Immediately
interaction-workspace	<code>outbound.negotiate-logout-on-exit</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.preview.max-simultaneous-preview-record</code>	-1	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.push-preview-mode</code>	regular	After the next platform configuration refresh interval.
interaction-workspace	<code>outbound.timed-preview-auto-dial</code>	-1	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>outbound.treatment-mode</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>permissions.agent-group.exclude</code>	No default value	Immediately
interaction-workspace	<code>permissions.agent-group.restrict</code>	No default value	Immediately
interaction-workspace	<code>presence.evaluate-presence</code>	true	Immediately
interaction-workspace	<code>privilege.active-recording.can-monitor-recording</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-pause</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-resume</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-start</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-stop</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.active-recording.can-use</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.agent-assist.can-use</code>	false	Immediately
interaction-workspace	<code>privilege.callback.can-use</code>	false	Immediately
interaction-workspace	<code>privilege.chat.can-click-to-dial</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-click-to-email</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-consult</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-decline</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.chat.can-one-step-conference</code>	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

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



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

Section	Option	Default	Changes Take Effect
	history		interval.
interaction-workspace	privilege.contact.can-search-all-interactions	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-search-contact-history	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-search-my-history	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-assign-contact	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-directory	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history-case-data	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history-detail	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-history-notepad	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-information	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-contact-myhistory	false	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-conversations	true	Immediately
interaction-workspace	privilege.contact.can-use-interaction-notepad	true	After the next platform configuration refresh interval.
interaction-workspace	privilege.contact.can-use-interaction-workflow-state	false	Immediately
interaction-workspace	privilege.contact.can-	false	Immediately
Section	Option	Default	Changes Take Effect

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

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

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.outbound.can-cancel-record</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-dial-alternative-chained-record</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-dial-on-new-number</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-get-next-preview-record</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-mark-do-not-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-reject-record</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-reschedule</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-reschedule-before-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-reschedule-on-new-number</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-set-call-result</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.direct-push-preview.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.push-preview.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.outbound.record-information.can-update</code>	false	Immediately
interaction-workspace	<code>privilege.outbound.record-information.can-view</code>	true	Immediately
interaction-workspace	<code>privilege.performance-tracker.can-use</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

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

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

Section	Option	Default	Changes Take Effect
			interval.
interaction-workspace	<code>privilege.teamlead.can-use</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.alert-prevent-recording.can-use</code>	true	Immediately
interaction-workspace	<code>privilege.voice.can-answer-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-extend-after-call-work</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-forward</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-hold-retrieve-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-make-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-one-step-conference</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-one-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-reject-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-release-a-held-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-release-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-send-dtmf</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-set-interaction-disposition</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-show-hold-duration</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect



Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.voice.can-show-post-call-duration</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-two-step-conference</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-two-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.can-use</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.consultation.can-use-caller-id</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice-history.can-click-to-dial</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice-history.can-click-to-search</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.make-call.can-use-caller-id</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.show-monitoring.can-use</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.single-step-conference.can-use-caller-id</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voice.single-step-transfer.can-use-caller-id</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.voicemail.can-use</code>	false	Immediately
interaction-workspace	<code>privilege.voicemail.can-use-empty-shared-mailbox</code>	false	Immediately
interaction-workspace	<code>privilege.workbin.can-search-interactions</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.workbin.can-search-my-workbins-trees</code>	true	Immediately
interaction-workspace	<code>privilege.workbins.can-use</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.workitem-channels.can-use</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.&lt;media-type&gt;.can-decline</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.&lt;media-type&gt;.can-mark-done</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.&lt;media-type&gt;.can-move-to-workbin</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.&lt;media-type&gt;.can-one-step-transfer</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>privilege.&lt;media-type&gt;.can-set-interaction-disposition</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>reporting.case.report-case-in-focus-duration</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.address</code>	127.0.0.1	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.port</code>	443	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.secure-connection</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>screen-recording.client.server-url</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>security.inactivity-alert-dialog-before-timeout</code>	30	After the next platform configuration refresh interval.
interaction-workspace	<code>security.inactivity-timeout</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>security.login.inactivity-alert-dialog-before-timeout</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>security.login.inactivity-timeout</code>	60	After the next platform configuration refresh interval.
interaction-workspace	<code>security.web-content.sandbox-</code>	ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW-	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>rights.default-authorizations</code>	POPUPS,ALLOW-SAME-ORIGIN	
interaction-workspace	<code>service-client-api.accepted-web-content-origins</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.block-markdone-timeout</code>	1000	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.option.read-allowed-web-content-origin</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.rate-limit</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.rate-limit-quarantine-delay</code>	30	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.rate-limit.&lt;service-name&gt;</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.toast.width</code>	400	Immediately
interaction-workspace	<code>service-client-api.user-data.read-allowed</code>	*	After the next platform configuration refresh interval.
interaction-workspace	<code>service-client-api.user-data.write-allowed</code>	*	After the next platform configuration refresh interval.
interaction-workspace	<code>side-bar.web-content.url-encoding-defense-enabled</code>	No default value	Immediately
interaction-workspace	<code>sipendpoint.disconnected.max-attempts-to-set-not-ready</code>	1	Immediately
interaction-workspace	<code>sipendpoint.disconnected.not-ready-reason</code>	No default value.	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.enable-auto-mute</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.headset-unplugged.not-ready-reason</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.headset-unplugged-set-not-ready</code>	true	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.max-failed-ping</code>	5	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.ping-interval</code>	2000	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.register-interval</code>	1500	Immediately
interaction-workspace	<code>sipendpoint.register-max-attempts</code>	10	Immediately
interaction-workspace	<code>sipendpoint.sip-server-address</code>	No default value	Immediately
interaction-workspace	<code>sipendpoint.sip-server-address.peer</code>	No default value	Immediately
interaction-workspace	<code>sipendpoint.transport-protocol</code>	UDP	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.uri</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.uri</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>sipendpoint.wait-user-max-attempts</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.categories</code>	\$All\$	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.field.Agent.&lt;CustomFieldCode&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.field.&lt;CustomFieldCode&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.shortcuts.&lt;keyword&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>standard-response.suggested-categories.max-number</code>	20	Immediately
interaction-workspace	<code>standard-response.suggested-responses.min-relevance</code>	50	Immediately
interaction-workspace	<code>statistics.agent-groups</code>	No default value	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			configuration refresh interval.
interaction-workspace	<code>statistics.available-page-sizes</code>	10,20,30	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.default-page-size</code>	50	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.displayed-statistics</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.gadget-statistics</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.gadget-statistics.max-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.queue-groups</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.refresh-time</code>	20	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.routing-points</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>statistics.virtual-queues</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>system.cometd.timeout</code>	60000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.disconnected.browser-notif.events</code>	ReconnectFailure,DisasterRecoveryFailure,LoginRequired	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.auto.log-size</code>	10000	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.auto.publish-interval</code>	0	After the next platform configuration refresh interval.
interaction-workspace	<code>system.feedback.auto.publish-retry</code>	0	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	system.feedback.log-level	trace	After the next platform configuration refresh interval.
interaction-workspace	system.feedback.log-size	1000	After the next platform configuration refresh interval.
interaction-workspace	system.feedback.message.max-length	10000	After the next platform configuration refresh interval.
interaction-workspace	system.feedback.submit-after-disconnect	false	After the next platform configuration refresh interval.
interaction-workspace	system.log-level	Trace	After the next platform configuration refresh interval.
interaction-workspace	system.multi-tabs-defense.enable	true	Immediately
interaction-workspace	system.notif.browser-unsupported.ie11	true	Immediately
interaction-workspace	system.notif.cometd.service-availability-delay	2000	After the next platform configuration refresh interval.
interaction-workspace	system.notif.cometd.service-availability.show-on-user-action	true	Immediately
interaction-workspace	system.notif.contact.service-availability-delay	15000	Immediately
interaction-workspace	system.notif.contact.service-availability.show-on-user-action	true	Immediately
interaction-workspace	system.notif.open-media.service-availability-delay	15000	Immediately
interaction-workspace	system.notif.open-media.service-availability.show-on-user-action	true	Immediately
interaction-workspace	system.notif.statistic.service-availability-delay	-1	Immediately
interaction-workspace	system.notif.statistic.service-availability.show-on-user-action	false	Immediately
interaction-workspace	system.notif.voice.service-availability-delay	15000	Immediately
interaction-workspace	system.notif.voice.service-availability.show-on-	true	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>user-action</code>		
interaction-workspace	<code>system.telemetry.enable-metrics</code>	false	Immediately
interaction-workspace	<code>system.telemetry.enable-traces</code>	false	Immediately
interaction-workspace	<code>system.telemetry.enabled</code>	true	Immediately
interaction-workspace	<code>system.telemetry.log-level</code>	Info	Immediately
interaction-workspace	<code>system.telemetry.monitor-interval</code>	60	Immediately
interaction-workspace	<code>system.telemetry.service-url</code>	No default value	Immediately
interaction-workspace	<code>system.telemetry.service-url-&lt;n&gt;</code>	No default value	Immediately
interaction-workspace	<code>system.timer.blinking-timeout</code>	5	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.actions.display-mode</code>	hover	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.add-recent-filters.voice</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.always-clear-textbox-on-new-interaction</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.chat.list-status-reachable</code>	NotReady	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.corporate-favorites</code>	No default value	Immediately
interaction-workspace	<code>teamcommunicator.email.list-status-reachable</code>	NotReady	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.list-filter-showing</code>	Agent,AgentGroup,RoutingPoint,Skype,InteractionQueue,Contact,Cus	
interaction-workspace	<code>teamcommunicator.load-at-startup</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.max-favorites-size</code>	50	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.max-size</code>	50	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

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



Section	Option	Default	Changes Take Effect
	<code>call.exclude-numbers</code>		configuration refresh interval.
interaction-workspace	<code>teamcommunicator.voice.single-step-conference.exclude-numbers</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.voice.single-step-transfer.exclude-numbers</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>teamcommunicator.&lt;media-type&gt;.list-status-reachable</code>	NotReady	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.monitoring-current-call-timeout</code>	0	Immediately
interaction-workspace	<code>teamlead.monitoring-scope</code>	call	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.available-page-sizes</code>	5,10,25,50	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.default-page-size</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.enabled-channels</code>	voice,chat,email	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.manual-refresh.enabled</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.pagination.limit</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.refresh-rate</code>	30	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.thresholds.enabled</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>teamlead.myagents.thresholds.&lt;media-type&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>toast.case-data.content</code>	History,CaseData	After the next platform configuration refresh interval.
interaction-workspace	<code>toast.case-data.format-business-attribute</code>	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	toast.window-title	(\$Contact.FirstName\$\$Contact.LastName\$\$Contact.PhoneNumber)	After the next platform configuration refresh interval.
interaction-workspace	views.CaseSideRegion.activate-order	AgentAssistSuggestionsView,ContactDetailView,SRLView,RelatedView,ContactView	After the next platform configuration refresh interval.
interaction-workspace	views.CaseSideRegion.order	AgentAssistSuggestionsView,ContactDetailView,ContactView,SRLView,RelatedView	After the next platform configuration refresh interval.
interaction-workspace	views.ContactRegion.activate-order	ContactInformationView,ContactHistoryView	After the next platform configuration refresh interval.
interaction-workspace	views.ContactRegion.order	ContactInformationView,ContactHistoryView	After the next platform configuration refresh interval.
interaction-workspace	views.HistoryInteractionDetailsRegion.activate-order	InteractionDetailView,ContactConfigurationNotePadView,StaticCaseDetailsView	After the next platform configuration refresh interval.
interaction-workspace	views.HistoryInteractionDetailsRegion.order	InteractionDetailView,ContactConfigurationNotePadView,StaticCaseDetailsView	After the next platform configuration refresh interval.
interaction-workspace	views.InteractionDetailsRegion.activate-order	ContactInteractionNotePadView,DispositionView	After the next platform configuration refresh interval.
interaction-workspace	views.InteractionDetailsRegion.order	DispositionView,ContactInteractionNotePadView	After the next platform configuration refresh interval.
interaction-workspace	views.NavigationBarRegion.activate-order	ConnectRegion,MonitoringRegion	After the next platform configuration refresh interval.
interaction-workspace	views.NavigationBarRegion.ConnectRegion.activate-order	MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView	After the next platform configuration refresh interval.
interaction-workspace	views.NavigationBarRegion.ConnectRegion.order	MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView	After the next platform configuration refresh interval.
interaction-workspace	views.NavigationBarRegion.MonitoringRegion.activate-order	DashboardView,MyAgentsView	After the next platform configuration refresh interval.
interaction-workspace	views.NavigationBarRegion.MonitoringRegion.order	DashboardView,MyAgentsView	After the next platform configuration refresh interval.
interaction-workspace	views.NavigationBarRegion.order	ConnectRegion,MonitoringRegion	After the next platform configuration refresh interval.
interaction-workspace	views.SideBarRegion.order	TeamCommunicatorView,NotificationView,PerformanceMailView,PerformanceView	After the next platform configuration refresh interval.
interaction-workspace	views.WorkbinInteractionDetailsRegion.order	InteractionDetailView,ContactConfigurationNotePadView,StaticCaseDetailsView	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>order</code>		configuration refresh interval.
interaction-workspace	<code>views.WorkbinInteractionDetailsRegionDetailView,ContactConfigurationNotesView,StaticCaseD</code>		After the next platform configuration refresh interval.
interaction-workspace	<code>voice.auto-answer</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.auto-answer.is-enabled-on-already-in-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.caller-id.key-name</code>	IW_SelectedCallerId	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.cancel-after-call-work-on-business-call</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.cancel-after-call-work-on-done</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.clear-conference-on-release</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.consultation.merge-attached-data-to-main</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.detail-region.default-display-mode</code>	Medium	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.dial-plan-can-set-intercommunication-options</code>	true	Immediately
interaction-workspace	<code>voice.dial-plan-rule-&lt;rule-name&gt;</code>	No default value	Immediately
interaction-workspace	<code>voice.dial-plan.types-enabled</code>	Contact, TypeDestination	Immediately
interaction-workspace	<code>voice.dialing-bell</code>	No default value	Immediately
interaction-workspace	<code>voice.disaster-recovery.timeout</code>	0	Immediately
interaction-workspace	<code>voice.display-name.key-name</code>	No default value	Immediately
interaction-workspace	<code>voice.enable-agent-reservation</code>	true	Immediately
interaction-workspace	<code>voice.enable-dtmf-tone</code>	false	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>voice.floating-interaction-mode.auto-collapse</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.hold-active-call-on-make-call</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.hold-indicator-timer</code>	30,60	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.mark-done-on-release</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.notification.on-party-update.blink-interaction</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.notification.on-party-update.enabled</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.notification.on-party-update.tooltip-history-ttl</code>	2000	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.prompt-for-end</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.reject.counter-key-name</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.restore-state-on-back-in-service.is-enabled</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.restore-state-on-back-in-service.time</code>	3	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>voice.sip-preview.ringing-bell</code>	No default value	Immediately
interaction-workspace	<code>voice.use-caller-id-display-name</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>voice.user-data.send-only-updated-data-on-complete</code>	true	After the next platform configuration refresh interval.
interaction-workspace	<code>voicemail.access-number</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>voicemail.notification-</code>	personal, public	After the next platform
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>types</code>		configuration refresh interval.
interaction-workspace	<code>voicemail.request-timeout</code>	1	After the next platform configuration refresh interval.
interaction-workspace	<code>voicemail.voicemail-service.request-interval</code>	60	Immediately
interaction-workspace	<code>webrtc.service-urn</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.bulk-operation.nb-interactions-perf-impact</code>	10	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.email.draft</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.email.draft.displayed-columns</code>	To,Subject,Submitted	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.email.in-progress</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.email.in-progress.displayed-columns</code>	From,Subject,Received	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.email.review</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.email.review.displayed-columns</code>	To,Subject,Submitted	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.quick-search-attributes</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.&lt;media-type&gt;.&lt;workbin-nickname&gt;</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.&lt;media-type&gt;.&lt;workbin-nickname&gt;.displayed-columns</code>	From,To,Subject,Received	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.&lt;media-type&gt;.&lt;workbin-nickname&gt;.quick-search-attributes</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workbin.&lt;media-type&gt;.in-progress</code>	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			interval.
interaction-workspace	<code>workspace-toolkit.enable</code>	false	After the next platform configuration refresh interval.
interaction-workspace	<code>workspace.web-content</code>	No default value	After the next platform configuration refresh interval.
interaction-workspace	<code>workspace.web-content.url-encoding-defense-enabled</code>	INTERNAL	Immediately
queue-presence	<code>associated-object-ids</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>associated-object-type</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>error-level</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>object-ids</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>object-ids</code>	No default value	After the next platform configuration refresh interval.
queue-presence	<code>statistic-name</code>	AverageWaitingTime	After the next platform configuration refresh interval.
queue-presence	<code>statistic-text</code>	\$18n.AverageWaitingTime\$	After the next platform configuration refresh interval.
queue-presence	<code>warning-level</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>associated-object-ids</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>associated-object-type</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>error-level</code>	No default value	After the next platform configuration refresh interval.
routing-point-presence	<code>object-ids</code>	No default value	After the next platform configuration refresh interval.
Section	Option	Default	Changes Take Effect

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

# interaction-workspace Section

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



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

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- `privilege.voice.can-one-step-transfer`
  - `privilege.voice.can-reject-call`
  - `privilege.voice.can-release-a-held-call`
  - `privilege.voice.can-release-call`
  - `privilege.voice.can-send-dtmf`
  - `privilege.voice.can-set-interaction-disposition`
  - `privilege.voice.can-show-hold-duration`
  - `privilege.voice.can-show-post-call-duration`
  - `privilege.voice.can-two-step-conference`
  - `privilege.voice.can-two-step-transfer`
  - `privilege.voice.can-use`
  - `privilege.voice.consultation.can-use-caller-id`
  - `privilege.voice-history.can-click-to-dial`
  - `privilege.voice-history.can-click-to-search`
  - `privilege.voice.make-call.can-use-caller-id`
  - `privilege.voice.show-monitoring.can-use`
  - `privilege.voice.single-step-conference.can-use-caller-id`
  - `privilege.voice.single-step-transfer.can-use-caller-id`
  - `privilege.voicemail.can-use`
  - `privilege.voicemail.can-use-empty-shared-mailbox`
  - `privilege.workbin.can-search-interactions`
  - `privilege.workbin.can-search-my-workbins-trees`
  - `privilege.workbins.can-use`
  - `privilege.workitem-`
  - `channels.can-use`
  - `privilege.<media-type>.can-decline`
  - `privilege.<media-type>.can-mark-done`
  - `privilege.<media-type>.can-move-to-workbin`
  - `privilege.<media-type>.can-one-step-transfer`
  - `privilege.<media-type>.can-set-interaction-disposition`
  - `reporting.case.report-case-in-focus-duration`
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  - `screen-recording.client.secure-connection`
  - `screen-recording.client.server-url`
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  - `security.inactivity-timeout`
  - `security.login.inactivity-alert-dialog-before-timeout`
  - `security.login.inactivity-timeout`
  - `security.web-content.sandbox-rights.default-authorizations`
  - `service-client-api.accepted-web-content-origins`
  - `service-client-api.block-markdone-timeout`
  - `service-client-api.option.read-allowed-web-content-origin`
  - `service-client-api.rate-limit`
  - `service-client-api.rate-limit-quarantine-delay`
  - `service-client-api.rate-limit.<service-name>`
  - `service-client-api.toast.width`
  - `service-client-api.user-data.read-allowed`
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  - `side-bar.web-content.url-encoding-defense-enabled`
  - `sipendpoint.disconnected.max-attempts-to-set-not-ready`
  - `sipendpoint.disconnected.not-ready-reason`
  - `sipendpoint.enable-auto-mute`
  - `sipendpoint.headset-unplugged.not-ready-reason`
  - `sipendpoint.headset-unplugged-set-not-ready`
  - `sipendpoint.max-failed-ping`
  - `sipendpoint.ping-interval`
  - `sipendpoint.register-interval`
  - `sipendpoint.register-max-attempts`
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  - `sipendpoint.sip-server-address.peer`
  - `sipendpoint.transport-protocol`
  - `sipendpoint.uri`
  - `sipendpoint.uri`
  - `sipendpoint.wait-user-max-attempts`
  - `standard-response.categories`
  - `standard-response.field.Agent.<CustomFieldCode>`
  - `standard-response.field.<CustomFieldCode>`
  - `standard-response.shortcuts.<keyword>`
  - `standard-response.suggested-categories.max-number`
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- responses.min-relevance
  - statistics.agent-groups
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  - statistics.gadget-statistics
  - statistics.gadget-statistics.max-size
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  - system.feedback.auto.log-size
  - system.feedback.auto.publish-interval
  - system.feedback.auto.publish-retry
  - system.feedback.log-level
  - system.feedback.log-size
  - system.feedback.message.max-length
  - system.feedback.submit-after-disconnect
  - system.log-level
  - system.multi-tabs-defense.enable
  - system.notif.browser-unsupported.ie11
  - system.notif.cometd.service-availability-delay
  - system.notif.cometd.service-availability.show-on-user-action
  - system.notif.contact.service-availability-delay
  - system.notif.open-media.service-availability-delay
  - system.notif.open-media.service-availability.show-on-user-action
  - system.notif.statistic.service-availability-delay
  - system.notif.statistic.service-availability.show-on-user-action
  - system.notif.voice.service-availability-delay
  - system.notif.voice.service-availability.show-on-user-action
  - system.telemetry.enable-metrics
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  - system.telemetry.enabled
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  - system.telemetry.service-url-<n>
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  - teamcommunicator.add-recent-filters.voice
  - teamcommunicator.always-clear-textbox-on-new-interaction
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  - teamcommunicator.corporate-favorites
  - teamcommunicator.email.list-status-reachable
  - teamcommunicator.list-filter-showing
  - teamcommunicator.load-at-startup
  - teamcommunicator.max-favorites-size
  - teamcommunicator.max-size
  - teamcommunicator.max-suggestion-size
  - teamcommunicator.one-step-conference-with-consultation.enabled
  - teamcommunicator.one-step-transfer-with-consultation.enabled
  - teamcommunicator.permissions.agent.exclude-from-agent-groups
  - teamcommunicator.permissions.agent.restrict-to-agent-groups
  - teamcommunicator.permissions.ms-teams.exclude
  - teamcommunicator.permissions.ms-teams.restrict-to
  - teamcommunicator.permissions.ms-teams.restrict-to-ad-group-id
  - teamcommunicator.queue-presence-metrics
  - teamcommunicator.recent-max-records
  - teamcommunicator.request-start-timer
  - teamcommunicator.routing-point-presence-metrics
  - teamcommunicator.show-all-internal-targets
  - teamcommunicator.third-party-name
  - teamcommunicator.voice.apply-exclude-to-favorites
  - teamcommunicator.voice.consultation.exclude-numbers
  - teamcommunicator.voice.list-
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- status-reachable
- teamcommunicator.voice.make-call.exclude-numbers
- teamcommunicator.voice.single-step-conference.exclude-numbers
- teamcommunicator.voice.single-step-transfer.exclude-numbers
- teamcommunicator.<media-type>.list-status-reachable
- teamlead.monitoring-current-call-timeout
- teamlead.monitoring-scope
- teamlead.myagents.available-page-sizes
- teamlead.myagents.default-page-size
- teamlead.myagents.enabled-channels
- teamlead.myagents.manual-refresh.enabled
- teamlead.myagents.pagination.limit
- teamlead.myagents.refresh-rate
- teamlead.myagents.thresholds.enabled
- teamlead.myagents.thresholds.<media-type>
- toast.case-data.content
- toast.case-data.format-business-attribute
- toast.window-title
- views.CaseSideRegion.activate-order
- views.CaseSideRegion.order
- views.ContactRegion.activate-order
- views.ContactRegion.order
- views.HistoryInteractionDetailsRegion.activate-order
- views.HistoryInteractionDetailsRegion.order
- views.InteractionDetailsRegion.activate-order
- views.InteractionDetailsRegion.order
- views.NavigationBarRegion.activate-order
- views.NavigationBarRegion.ConnectRegion.activate-order
- views.NavigationBarRegion.ConnectRegion.order
- views.NavigationBarRegion.MonitoringRegion.activate-order
- views.NavigationBarRegion.MonitoringRegion.order
- views.NavigationBarRegion.order
- views.SideBarRegion.order
- views.WorkbinInteractionDetailsRegion.activate-order
- views.WorkbinInteractionDetailsRegion.order
- voice.auto-answer
- voice.auto-answer.is-enabled-on-already-in-call
- voice.caller-id.key-name
- voice.cancel-after-call-work-on-business-call
- voice.cancel-after-call-work-on-done
- voice.clear-conference-on-release
- voice.consultation.merge-attached-data-to-main
- voice.detail-region.default-display-mode
- voice.dial-plan-can-set-intercommunication-options
- voice.dial-plan-rule-<rule-name>
- voice.dial-plan.types-enabled
- voice.dialing-bell
- voice.disaster-recovery.timeout
- voice.display-name.key-name
- voice.enable-agent-reservation
- voice.enable-dtmf-tone
- voice.floating-interaction-mode.auto-collapse
- voice.hold-active-call-on-make-call
- voice.indicator-timer
- voice.mark-done-on-release
- voice.notification.on-party-join.enabled
- voice.notification.on-party-join.order
- voice.notification.on-party-update.tooltip-history-ttl
- voice.prompt-for-end
- voice.reject.counter-key-name
- voice.restore-state-on-back-in-service.is-enabled
- voice.restore-state-on-back-in-service.time
- voice.ringing-bell
- voice.sip-preview.ringing-bell
- voice.use-caller-id-display-name
- voice.user-data.send-only-updated-data-on-complete
- voicemail.access-number
- voicemail.notification-types
- voicemail.request-timeout
- voicemail.voicemail-service.request-interval
- webrtc.service-urn
- workbin.bulk-operation.nb-interactions-perf-impact
- workbin.email.draft
- workbin.email.draft.displayed-columns
- workbin.email.in-progress
- workbin.email.in-progress.displayed-columns
- workbin.email.review



- `workbin.email.review.displayed-columns`
- `workbin.quick-search-attributes`
- `workbin.<media-type>.<workbin-nickname>`
- `workbin.<media-type>`
- `type>.<workbin-nickname>.displayed-columns`
- `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`
- `workbin.<media-type>.in-`
- `progress`
- `workspace-toolkit.enable`
- `workspace.web-content`
- `workspace.web-content.url-encoding-defense-enabled`

### Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Web Services and Applications 9.0.0 Configuration Guide](#).

## <media-type>.auto-answer

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

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

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.72

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

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

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

**Default Value:** 0

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

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

**Introduced:** 9.0.000.72

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

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

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

**Default Value:** Medium

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

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

**Introduced:** 9.0.000.65

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

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

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## <media-type>.ringing-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

## accessibility.agent-state-change-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

## accessibility.dialog-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

## accessibility.dialog-error-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

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

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

## accessibility.focus-on-interaction-toast

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## accessibility.interaction-state-change-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

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

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

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

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

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

## accessibility.permanent-statistics-change-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

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

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

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

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

## accessibility.tooltip.hide-on-click

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

## accessibility.tooltip.is-hoverable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

## accessibility.tooltip.show-on-focus

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

## accessibility.visual-impairment-profile

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## accessibility.voicemail-message-change-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

## accessibility.warning-message-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

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

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

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## agent-assist.confidence.article.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

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

**Default Value:** 80

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

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

**Default Value:** 50

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



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

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

## agent-assist.confidence.faq.enable

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

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

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

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

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

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

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

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

## agent-assist.feedback.article.enable

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

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**Introduced:** 9.0.000.95

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

## agent-assist.feedback.faq.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

## agent-assist.service-url

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

## agent-assist.suggestion.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

## agent-assist.voice-transcript.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

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

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

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

## agent-status.enabled-actions-global

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

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68,9.0.000.61

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

## agent-status.not-ready-reasons

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## agent-status.ready-workmode

**Default Value:** unknown

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

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

**Introduced:** 9.0.000.39

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

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

## alert.timeout

**Default Value:** 10

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

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

**Introduced:** 9.0.000.31

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

## auth.session.invalidate-on-logout

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.61

Specifies whether the Auth SSO session persists when an agent logs out.

If true, when an agent exits Workspace, both Workspace and the Auth session are removed and the agent is redirected to the Auth login view.

If false, when an agent exits Workspace, only the Workspace session is removed and agent is redirected to a Workspace session ended view.

## callback.callback-information.content

**Default Value:** PhoneNumber,Comments

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

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

## callback.callback-types-business-attribute

**Default Value:** No default value  
**Valid Values:** A valid Business Attribute name.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.95

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

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

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

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

## callback.time-slot.field-type

**Default Value:** WIDGET  
**Valid Values:** Select a value from the following list: WIDGET, DROPDOWN.  
**Changes Take Effect:** Immediately  
**Dependencies:** [accessibility.visual-impairment-profile](#)  
**Introduced:** 9.0.000.95

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

## case-data.float-separator

**Default Value:** .  
**Valid Values:** A valid float separator. Typical float separators are: '.', ',' '\'  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

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

## chat.auto-answer

**Default Value:** false  
**Valid Values:** true, false.

---

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

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

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

**Default Value:** Medium  
**Valid Values:** Specify a value from the following list: Medium, Large, Collapsed.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.68

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

## chat.enable-auto-disconnect

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

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

## chat.new-message-bell

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

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

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

2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:

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

## chat.nickname

**Default Value:** \$Agent.UserName\$

**Valid Values:** A string that contains a compilation of characters and field codes from the following list:

\$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$, \$Agent.EmployeeId\$, \$FirstNameLas

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65, 9.0.000.61

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

## chat.on-hold-queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## chat.os-emoji-is-enabled

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## chat.pending-response-to-customer

**Default Value:** 30,50

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

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

**Introduced:** 9.0.000.31

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

## chat.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## chat.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## chat.push-url.max-records

**Default Value:** 20

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

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

**Introduced:** 9.0.000.31

Specifies maximum size of pushed URL list.

## chat.ringing-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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



4. The volume from 0 to 100 (100 is the default).

## chat.time-stamp

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## chat.typing-is-enabled

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## chat.typing-timeout

**Default Value:** 10

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** 1M

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

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

**Introduced:** 9.0.000.31

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

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

## contact.all-interactions-displayed-columns

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

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

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

**Default Value:** Subject

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

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

**Introduced:** 9.0.000.31

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

## contact.available-directory-page-sizes

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

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

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

**Introduced:** 9.0.000.31

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

## contact.cache-timeout-delay

**Default Value:** 0

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

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

**Introduced:** 9.0.000.31

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

## contact.create-contact.check-duplicate

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** [contact.potential-match.search-query.and-clause](#), [contact.potential-match.search-query.or-clause](#)

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

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

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

## contact.date-search-types

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

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

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

**Introduced:** 9.0.000.31

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

## contact.default-directory-page-size

**Default Value:** 10

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

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

**Introduced:** 9.0.000.31

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

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

## contact.directory-displayed-columns

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

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

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

**Introduced:** 9.0.000.31

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

## contact.directory-search-attributes

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

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

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

**Introduced:** 9.0.000.31

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

## contact.directory-search-mode

**Default Value:** sql

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

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

**Introduced:** 9.0.000.39

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

## contact.displayed-attributes

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

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

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

**Introduced:** 9.0.000.31

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

## contact.email-address-validation.attributes

**Default Value:** EmailAddress

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

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

**Introduced:** 9.0.000.31

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

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

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

## contact.enable-force-delete-contact

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.72

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

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

**Default Value:** 1M

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

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

**Introduced:** 9.0.000.31

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

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

## contact.history-default-view-conversations

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

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

## contact.history-displayed-columns

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

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

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

**Introduced:** 9.0.000.31

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

## contact.history-displayed-columns-conversations

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

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

## contact.history.media-filters

**Default Value:** voice,email,chat,twitter,facebook,\$OtherMedia\$

**Valid Values:** A comma-separated value of valid media type names or \$OtherMedia\$.

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

**Related Options:** [privilege.contact.can-filter-contact-history](#), [privilege.contact.can-filter-my-history](#), [privilege.contact.can-filter-all-interactions](#)

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

## contact.history-quick-search-attributes

**Default Value:** Subject

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

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

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

**Default Value:** 10

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

Specifies the maximum number of words that can be used to make a quick search of interaction in

My History, Contact History and Interaction Search

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## contact.history-search-attributes

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

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

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

**Introduced:** 9.0.000.31

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

## contact.last-called-agent.enable

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

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

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

## contact.lookup.auto-assign-mode

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.68

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

## contact.lookup.enable

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

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

## contact.lookup.enable-create-contact

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

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

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

**Default Value:** true

**Valid Values:** true, false



**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.68

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

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

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.61

If contact lookup is enabled, this option specifies that contact lookup is performed on the normalized phone number that was manually dialed by the agent rather than the number resulting from the application of dial plan rules, if any.

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

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

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

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

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.68  
**Related Options:** [contact.lookup.auto-assign-mode](#)

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

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

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.

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**Introduced:** 9.0.000.31

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

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

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.80

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

## contact.mandatory-attributes

**Default Value:** FirstName,LastName

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

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

**Introduced:** 9.0.000.31

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

## contact.multiple-value-attributes

**Default Value:** PhoneNumber,EmailAddress

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** 1M

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

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

**Introduced:** 9.0.000.31

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

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

## contact.myhistory-displayed-columns

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

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

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

**Introduced:** 9.0.000.31

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

## contact.myhistory-displayed-columns-conversations

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

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

## contact.myhistory-quick-search-attributes

**Default Value:** Subject

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

Subject. Possible searchable attributes are: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

Specifies the interaction attributes that are used to search interactions in the quick search mode of

the My History view. These attributes must be text attributes. You can use custom interaction attributes. For more information, see '[Making an Attribute Searchable from the Desktop](#)' in the PureEngage Digital Administrator's Guide.

## contact.phone-number-validation.attributes

**Default Value:** PhoneNumber

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

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

**Introduced:** 9.0.000.31

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

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

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

## contact.phone-number-validation.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

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

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** [contact.potential-match.search-query.or-clause](#)

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

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

**Default Value:** PhoneNumber, EmailAddress

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

**Related Options:** [contact.potential-match.search-query.and-clause](#)

Specifies the list of contact attributes, each of which will be added as an OR clause in the search

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query to retrieve potential duplicate contacts from UCS during contact creation in Workspace.

## contact.related-interactions.custom-attributes

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

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

**Default Value:** 10

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

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

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

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

## contact.suggested-contacts.max-limit

**Default Value:** 50

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the maximum number of suggested contacts to be displayed

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

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

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

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

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

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.68

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

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

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## disaster-recovery.authentication-mode

**Default Value:** INTERNAL

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.80

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

## disaster-recovery.enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.80

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

## editor.default-font

**Default Value:** Serif

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.50

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

## editor.default-font-size

**Default Value:** 9

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

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

**Introduced:** 9.0.000.31

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

## editor.font-sizes

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

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

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

**Introduced:** 9.0.000.31

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

## editor.fonts

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

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.61

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

## editor.SRL.shortcuts.prefix

**Default Value:** #

**Valid Values:** A valid character.

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

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**Introduced:** 9.0.000.72

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

## email.allowed-image-extensions

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

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

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

**Introduced:** 9.0.000.68

Specifies the list of image extensions that agents can attach to an email interaction. The attachment is refused by the system and an error message is displayed to the agent if the image extension is not in the list of allowed image extensions.

## email.auto-answer

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## email.default-queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** Medium

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

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

**Introduced:** 9.0.000.68

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

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## email.enable-email-address-validation

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.49

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

## email.enable-toggle-format

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## email.from-addresses

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## email.html-format

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.98

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

## email.inline-forward-header

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

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

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

**Introduced:** 9.0.000.31

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

## email.inline-forward-prefix

**Default Value:** Fwd:

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

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

**Introduced:** 9.0.000.31

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

## email.inline-forward-queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## email.insert-url.max-records

**Default Value:** 20

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

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

## email.mandatory-subject

**Default Value:** true

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

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

**Introduced:** 9.0.000.31

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

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

## email.max-attachment-size

**Default Value:** 0

**Valid Values:** A positive integer.

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

**Introduced:** 9.0.000.31

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

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

## email.max-attachments-size

**Default Value:** 0

**Valid Values:** A positive integer.

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

**Introduced:** 9.0.000.31

Specifies the maximum number of total megabytes of files that agents can attach to an external

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

## email.outbound.editable-bcc-addresses

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## email.outbound.editable-cc-addresses

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## email.outbound.editable-to-addresses

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## email.outbound-queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## email.print.print-content

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

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

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

**Introduced:** 9.0.000.50

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

## email.prompt-for-done

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## email.quote-char

**Default Value:** >

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

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

**Introduced:** 9.0.000.31

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

## email.quote-header

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

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

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

---

**Introduced:** 9.0.000.31

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

## email.reply-format

**Default Value:** auto

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

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

**Introduced:** 9.0.000.31

Specifies the format of an outgoing email reply:

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

## email.reply-prefix

**Default Value:** Re:

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

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

**Introduced:** 9.0.000.31

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

## email.ringing-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

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

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

## email.signature

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

For example, 'response:Signatures\Classic'.

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

## email.signature.attachments.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Dependencies:** [email.signature](#)

**Introduced:** 9.0.000.95

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

## email.signature.line-<n>

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

Specifies the row number of the signature by a string that can contain regular characters and the following field codes: \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$. <n> is starting at 0.

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

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

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

---



**Dependencies:** [email.signature](#)

**Introduced:** 9.0.000.95

**Discontinued:** 9.0.000.98

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

## expression.gws-url.capturing-groups

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

**Valid Values:**

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

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

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

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

**Valid Values:**

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

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

## expression.identify.email-address

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

**Valid Values:** A regular expression.

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

**Introduced:** 9.0.000.49

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

## expression.identify.phone-number

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

**Valid Values:** A regular expression.

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

**Introduced:** 9.0.000.49

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

## expression.outbound-campaign-phone-number

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

**Valid Values:** A regular expression

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

**Introduced:** 9.0.000.68

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

## expression.phone-number.supported-characters

**Default Value:** 0123456789+

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

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

**Introduced:** 9.0.000.31

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

## expression.url

**Default Value:**

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

**Valid Values:** A regular expression.

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.49

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

## expression.validate.email-address

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

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

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

**Introduced:** 9.0.000.31

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

## expression.validate.phone-number

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

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

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

**Introduced:** 9.0.000.31

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

## interaction.auto-focus

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.39

**Modified:** 9.0.000.65

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

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

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.39

**Modified:** 9.0.000.65

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

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

## interaction-bar.quick-access-modes

**Default Value:** Pinned,Floating

**Valid Values:**

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

**Introduced:** 9.0.000.31

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

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

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

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

**Default Value:** Pinned,Floating

**Valid Values:**

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

**Introduced:** 9.0.000.31

**Related Options:** `interaction-bar.quick-access-modes`

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

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

## interaction.case-data.content

**Default Value:** History,CaseData

**Valid Values:** History, CaseData

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

**Introduced:** 9.0.000.31

**Related Options:** `interaction.case-data.format-business-attribute`

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

## interaction.case-data.enable-hyperlink

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

## interaction.case-data.frame-color

**Default Value:** #17849D

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

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

**Introduced:** 9.0.000.31

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

## interaction.disposition.cache-timeout-delay

**Default Value:** -1

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

logs back in.

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

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

## interaction.disposition.is-mandatory

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

## interaction.disposition.key-name

**Default Value:** DispositionCode

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

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

**Introduced:** 9.0.000.31

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

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## interaction.disposition.use-attached-data

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.68

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

## interaction.disposition.value-business-attribute

**Default Value:** DispositionCode

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** 15

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

## interaction.group-recovered-interactions.enable

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

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

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

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

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

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

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

**Default Value:** 10  
**Valid Values:** An integer from 1 through 50.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.65

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

## interaction-management.filters

**Default Value:** No default value  
**Valid Values:** A comma-separated list of Filter names.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

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

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

**Default Value:** No default value  
**Valid Values:** A comma-separated list of attached data, for example: AssignedTo,FromAddress  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.39

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

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

**Default Value:** From,To,Subject,Received  
**Valid Values:** A comma-separated list of attached data, for example: From,Subject,Received  
**Changes Take Effect:** After the next platform configuration refresh interval.

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**Introduced:** 9.0.000.31

**Modified:** 9.0.000.39

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

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

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

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

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

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.49

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

## interaction.override-option-key

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## interaction.reject-route

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.85

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

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

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

redirect: Reject applies the following action: redirectCall

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

## interaction.reject-route.default-method

**Default Value:** redirect

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.85

**Modified:** 9.0.000.88

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

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

## interaction.related.disposition.key-name

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

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

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

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.61

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

## interaction.web-content

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

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

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## intercommunication.chat.queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

## intercommunication.chat.routing-based-actions

**Default Value:** InitTransfer,OneStepTransfer

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

## intercommunication.chat.routing-based-targets

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

## intercommunication.email.queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

---

## intercommunication.email.routing-based-actions

**Default Value:** OneStepTransfer

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

## intercommunication.email.routing-based-targets

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

## intercommunication.voice.consultation-enabled

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies whether anonymous is enabled on make call with caller id. This option is only applicable for external calls. This functionality can currently only be used in conjunction with the SIP Server TServer\enforce-p-asserted-identity option configured on the outbound PSTN Trunk DN. This must be configured in the environment where the PSTN Provider (Carrier) implements Calling Line Identification Restriction (CLIR) and allows masking the displayed number (Caller ID) only if privacy SIP headers are correctly constructed and 'anonymous@anonymous.invalid' is specified in the From field.

## intercommunication.voice.make-call-enabled

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

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

## intercommunication.voice.routing-based-actions

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

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

## intercommunication.voice.routing-based-targets

**Default Value:** No default value

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

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**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.88

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

## intercommunication.voice.routing-points

**Default Value:** No default value  
**Valid Values:** A comma-separated list of call number names in the following format:  
`$dn_name@switch$`  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.65

Specifies the call number that is used by the Routing Base feature. The following attached data are added by Workspace:  
`IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedReq`

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

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill  
**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, ACDQueue, Contact, TypeDestination, Skill, Teams.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.88

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

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

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill  
**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, ACDQueue, Contact, TypeDestination, Skill, Teams.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.88

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

## intercommunication.workitem.queue

**Default Value:** No default value  
**Valid Values:** Name of a valid Script object of type Interaction Queue  
**Changes Take Effect:** After the next platform configuration refresh interval.

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**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

## intercommunication.workitem.routing-based-actions

**Default Value:** OneStepTransfer

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

## intercommunication.workitem.routing-based-targets

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

## intercommunication.<media-type>.queue

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

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

**Default Value:** OneStepTransfer



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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

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

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

## keyboard.shortcut.interaction.next

**Default Value:** Alt+N

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

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

**Introduced:** 9.0.000.31

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

## keyboard.shortcut.interaction.previous

**Default Value:** Alt+B

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** Alt+L

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

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

**Introduced:** 9.0.000.31

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

## kpi.displayed-kpis

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

## login.chat.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

## login.email.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

## login.list-available-locales

**Default Value:** No default value

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

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zh-CHT.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

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

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

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

## login.prompt-place

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

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

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

## login.show-change-account-link

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.49

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

## login.store-recent-place

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.31

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

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

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

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** No default value

**Valid Values:** A string

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

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

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

**Default Value:** No default value

**Valid Values:** A string

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** No default value

**Valid Values:** A regular expression

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

**Introduced:** 9.0.000.31

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

## login.voice.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## login.voice.list-available-queues

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** 1

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

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

**Introduced:** 9.0.000.31

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

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

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

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

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

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

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## login.voice.prompt-queue

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

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

## login.workmode

**Default Value:** unknown

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

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

**Introduced:** 9.0.000.39

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

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

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

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

## main-window.window-title

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

**Valid Values:**

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

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

**Introduced:** 9.0.000.31

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

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

**Default Value:** ""

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

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

**Introduced:** 9.0.000.94

Application client ID for Graph API.

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

**Default Value:** common

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

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.94

Specifies the tenant application ID for Graph API.

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

**Default Value:** businessPhones

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

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

**Introduced:** 9.0.000.94

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

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

**Default Value:** 10

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

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

**Introduced:** 9.0.000.31

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

## openmedia.workitem-channels

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

Specifies the list of Workitem channels an agent may use.

## outbound.agent-preview-mode

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.68

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

## outbound.call-result-automatically-selected

**Default Value:** No default value

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

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

**Introduced:** 9.0.000.31

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

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

## outbound.call-result-is-mandatory

**Default Value:** false

**Valid Values:** true, false

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

**Introduced:** 9.0.000.61

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

## outbound.call-result-values

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

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

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

**Introduced:** 9.0.000.31

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

## outbound-callback.ringing-bell

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

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

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



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

## outbound.callback-types

**Default Value:** Personal,Campaign

**Valid Values:** Personal,Campaign

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

**Introduced:** 9.0.000.49

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

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

**Default Value:** 10

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

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

**Introduced:** 9.0.000.68

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

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

**Default Value:** 20

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

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

**Introduced:** 9.0.000.68

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

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

**Default Value:** No default value

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

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.74

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

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

## outbound.negotiate-logout-on-exit

**Default Value:** true

**Valid Values:** true, false

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

**Introduced:** 9.0.000.39

Specifies whether negotiated logout with Outbound Server is enabled for Outbound campaigns. In negotiated logout, agents cannot log out of Workspace if they are the target of an outbound record or have an unclosed record. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## outbound.preview.max-simultaneous-preview-record

**Default Value:** -1

**Valid Values:** An integer.

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

**Introduced:** 9.0.000.31

Specifies the maximum number of simultaneous Outbound Preview records an agent can view in the interaction window. A 0 or a negative value indicates no limit.

## outbound.push-preview-mode

**Default Value:** regular

**Valid Values:** regular or direct

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

**Introduced:** 9.0.000.68

Specifies whether Outbound Push Preview campaigns are running in regular or direct mode. In direct mode, OCS communicates directly with Workspace instead of utilizing Interaction Server to handle interactions. This means that there is no automatic agent state control.

## outbound.timed-preview-auto-dial

**Default Value:** -1

**Valid Values:** Any integer greater than or equal to -1

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

**Introduced:** 9.0.000.49

Specifies whether agents in Preview, Push preview, and Reschedule preview campaigns can manually dial a record, have the call auto-dialed as soon as the record is accepted, or have the call auto-dialed after a specified number of seconds. If set to 0, the interaction is dialed as soon as it is accepted. A

value of -1 disables automatic dialing. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## outbound.treatment-mode

**Default Value:** No default value

**Valid Values:** personal, campaign

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

**Introduced:** 9.0.000.31

Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If not set or set to 'none', no treatment is applied for the outbound record. This option can be overridden by a routing strategy as described in [Configuration Guide](#).

## permissions.agent-group.exclude

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no exclusion.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

**Related Options:** [permissions.agent-group.restrict](#)

Specifies the list of agent groups to be excluded from searches and statistics. Virtual agent groups are not supported. This option is overridden by the [permissions.agent-group.restrict](#) option.

## permissions.agent-group.restrict

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no filtering.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

**Related Options:** [permissions.agent-group.exclude](#)

Specifies the list of agent groups that are returned for searches and statistics. Overrides the [permissions.agent-group.exclude](#) option. Virtual agent groups are not supported.

## presence.evaluate-presence

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88,9.0.000.68

Specifies whether the presence (availability) of agents, agent groups, Routing Points and Queues (when configured) is shown in Team Communicator in the search results.

## privilege.active-recording.can-monitor-recording

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Specifies whether the call monitoring indicator is displayed to agents when their calls are being recorded. The Call Recording functionality (for VoIP/SIP enabled agents only) enables you to record the current voice interaction with a contact or an internal target.

## privilege.active-recording.can-pause

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables an agent to pause the Active Recording.

## privilege.active-recording.can-resume

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables an agent to resume the Active Recording.

## privilege.active-recording.can-start

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables an agent to start the Active Recording.

## privilege.active-recording.can-stop

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables an agent to stop the Active Recording.

## privilege.active-recording.can-use

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables an agent to use the Active Recording functionality.

## privilege.agent-assist.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Enables agents to view the **Agent Assist** tab in the Case Side View and Voice transcripts in voice interaction sub view.

## privilege.callback.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Enables an agent to create callback interactions and displays the **Schedule a Callback** button in the interaction toolbar.

## privilege.chat.can-click-to-dial

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

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

Enables the agent to use the Click to Dial feature in chat based on the [expression.identify.phone-number](#) option to detect phone numbers.

## privilege.chat.can-click-to-email

**Default Value:** false

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**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

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

Enables the agent to use the Click to Email feature in chat based on the [expression.identify.email-address](#) option to detect email addresses.

## privilege.chat.can-consult

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.39

Enables the agent to use the Chat consultation feature.

## privilege.chat.can-decline

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to decline incoming chat interactions.

## privilege.chat.can-one-step-conference

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to use the instant chat conference feature.

## privilege.chat.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to use the instant chat transfer feature.

## privilege.chat.can-place-on-hold-async

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to put on hold an async chat.

## privilege.chat.can-push-url

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to push URL's to customers during chat sessions.

## privilege.chat.can-release

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to manually end chat conversations.

## privilege.chat.can-release-consultation

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to manually end chat consultations.

## privilege.chat.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables an agent to set the disposition code on chat interactions.

## privilege.chat.can-two-step-conference

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables chat conference in two steps, started by a chat consultation.

## privilege.chat.can-two-step-transfer

**Default Value:** true

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables chat transfer in two steps, started by a chat consultation.

## privilege.chat.can-use

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to use the Chat channel.

## privilege.chat.can-use-emoji-picker

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to use an emoji picker.

## privilege.chat.show-monitoring.can-use

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables the agent to be informed that the current chat interaction is monitored by a supervisor.



## privilege.contact.can-advanced-search-all-interactions

**Default Value:** false

**Valid Values:** true, false.

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

**Introduced:** 9.0.000.31

Enables agents to do advanced searches of all interactions.

## privilege.contact.can-advanced-search-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to do advanced searches within the Contact History view.

## privilege.contact.can-advanced-search-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to do advanced searches within My History.

## privilege.contact.can-create-contact

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to create contacts.

## privilege.contact.can-delete-contact

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to delete contacts from the contact database.

## privilege.contact.can-delete-related-interactions

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.94

Enables an agent to delete single and multiple related interactions from the Related tab in the interaction view

## privilege.contact.can-filter-all-interactions

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to filter interactions in the Interaction Search view.

## privilege.contact.can-filter-contact-history

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to filter interactions in the Contact History view.

## privilege.contact.can-filter-my-history

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to filter interactions within the My history view.

## privilege.contact.can-inline-forward.email.from-history

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to forward email interactions from the Interaction History that are marked as Done.

## privilege.contact.can-mark-done.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to mark done in-progress email interactions from the interaction history. Depends on 'Contact - Can Use'.

## privilege.contact.can-mark-done-related-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Enables an agent to use the Related tab in the interaction view to mark as Done single and multiple related interactions and apply the same disposition code to each.

## privilege.contact.can-mark-done.<media-type>.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to mark done in-progress interactions of the corresponding media-type from history. Depends on 'Contact - Can Use'.

## privilege.contact.can-open.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to open in-progress email interactions from the interaction history. Depends on 'Contact - Can Use'.

## privilege.contact.can-open.from-other-personal-workbins

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Dependencies:** [Documentation:Options:HTCC:GWS-interaction-workspace](#), [Documentation:Options:HTCC:GWS-interaction-workspace](#), [Documentation:Options:HTCC:GWS-interaction-workspace](#)

**Introduced:** 9.0.000.74

**Modified:** 9.0.000.76

From the History, enables agents to open interactions that are in the In-Progress state and are in the Workbin of another agent.

## privilege.contact.can-open.from-queue

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Dependencies:** [privilege.contact.can-use](#), [privilege.contact.can-open.<media-type>.from-history](#), [privilege.contact.can-use-interaction-workflow-state](#)

**Introduced:** 9.0.000.74

From the History, enables agents to open interactions that are in the In-Progress state and are in a queue.

## privilege.contact.can-open.from-queue

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Dependencies:** [privilege.contact.can-use](#), [privilege.contact.can-open.<media-type>.from-history](#), [privilege.contact.can-use-interaction-workflow-state](#)

**Introduced:** 9.0.000.74

From the History, enables agents to open interactions that are in the In-Progress state and are in a queue.

## privilege.contact.can-open.<media-type>.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to open in-progress workitems of the corresponding media-type from history. Depends on 'Contact - Can Use'.

## privilege.contact.can-open.<media-type>.from-universal-queue

**Default Value:** false

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**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.85

Enables agents to open in-progress emails and workitems of the corresponding media type from the Universal Queue. Depends on 'Contact - Can Use', 'Contact - Can Open from History' and 'Contact - Can use interaction workflow state'.

## privilege.contact.can-re-open.<media-type>.from-universal-queue

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.85

Enables agents to re-open completed emails and workitems of the corresponding media type from the Universal Queue. Depends on 'Contact - Can Use' and 'Contact - Can use interaction workflow state'.

## privilege.contact.can-resend.email.from-history

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.72

Enables agents to re-send an email from the interaction history. Depends on 'Contact - Can Use'.

## privilege.contact.can-search-all-interactions

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to search among all interactions.

## privilege.contact.can-search-contact-history

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to search for interactions in the Contact History view.

---

## privilege.contact.can-search-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to search for interactions in the My History view.

## privilege.contact.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Contact features.

## privilege.contact.can-use-assign-contact

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to assign a contact to an interaction.

## privilege.contact.can-use-contact-directory

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to view and search the Contact Directory.

## privilege.contact.can-use-contact-history

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to access the Contact History view.

## privilege.contact.can-use-contact-history-case-data

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the case information of interactions in the Contact History view.

## privilege.contact.can-use-contact-history-detail

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the detail of interactions in the Contact History view.

## privilege.contact.can-use-contact-history-notepad

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see notes about interactions in the Contact History view.

## privilege.contact.can-use-contact-information

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to view and manage contact information.

## privilege.contact.can-use-contact-myhistory

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to access their own history of interactions with contacts.

## privilege.contact.can-use-conversations

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.76

Enables agent to toggle the interaction display format from flat view to the threaded conversations view.

## privilege.contact.can-use-interaction-notepad

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to display and edit the interaction notepad while handling an interaction.

## privilege.contact.can-use-interaction-workflow-state

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Dependencies:** privilege.contact.can-use  
**Introduced:** 9.0.000.74

When viewing digital interactions in the Contact History view, agents can see the exact status of an interaction while it is being processed.

## privilege.contact.can-use-related-interactions

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.90

Enables an agent to access the **Related** tab in the **Case Side View**. The **Related** tab contains interactions in the same thread (conversations) as the current interaction. This option can be overridden by a routing strategy as described in the Configuration Guide.

## privilege.contact.can-use-save-contact

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31



Enables agents to commit (save) modifications to contact information.

## privilege.email.can-add-attachment

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to add attached files to outgoing emails.

## privilege.email.can-click-to-dial

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.90

**Related Options:** [expression.identify.phone-number](#)

Enables the agent to use the Click to Dial feature in email based on the [expression.identify.phone-number](#) option to detect phone numbers.

## privilege.email.can-decline

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to decline incoming email interactions. Depends on 'Email - Can Use Email Channel'.

## privilege.email.can-delete

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to delete outgoing email interactions.

## privilege.email.can-delete-attachment-from-inbound

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Enables agents to delete attachments from an inbound email interaction.

## privilege.email.can-inline-forward

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to forward an email in a new email interaction. The forwarded email appears inline in the new email.

## privilege.email.can-insert-link

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agents to insert links in outgoing email interactions.

## privilege.email.can-interim-send

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Enables an agent to send interim outgoing email interactions.

## privilege.email.can-mark-done

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to mark done an interaction without further processing.

## privilege.email.can-move-to-workbin

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

---

**Introduced:** 9.0.000.31

Enables an agent to move email interactions to workbins.

## privilege.email.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to one-step transfer email interactions.

## privilege.email.can-print

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.50

Enables agents to print email interactions from the My history and My Workbin views, and from the Contact History tabs of the Contact Directory, Interaction Search, and Interaction Detail views.

## privilege.email.can-reply

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reply to inbound email interactions.

## privilege.email.can-reply-all

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reply to all parties included in the distribution of inbound email interactions.

## privilege.email.can-save

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to save in-progress outgoing email interactions.

## privilege.email.can-send

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to send outgoing email interactions.

## privilege.email.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent is use the Email channel.

## privilege.email.embedded-images.can-add

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Related Options:** [privilege.email.embedded-images.can-use](#)

Enables agents to add embedded images in outgoing email interactions. Depends on the [privilege.email.embedded-images.can-use](#) option.

## privilege.email.embedded-images.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Enables agents to view embedded images in email interactions.

## privilege.interaction-management.can-move-to-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables supervisors to move interactions to a queue.

## privilege.interaction-management.can-move-to-workbin

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables supervisors to move interactions to a workbin.

## privilege.interaction-management.can-search-interactions

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.39

Enables agents to search for interactions in interaction queues content.

## privilege.interaction-management.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables supervisors to access the Interaction Management feature.

## privilege.interaction-management.case-data.can-edit

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables supervisors to edit case data for interactions directly from Workbins and Interaction Queues without pulling the interactions first.

## privilege.monitor-dashboard.can-use

**Default Value:** true  
**Valid Values:** true, false.

---

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.68

Enables the Contact Center Statistics dashboard tab.

## privilege.ms-teams.can-use

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.94

Enables the agent to make internal calls, transfers, conferences, and consultations with Microsoft Teams users in your organization.

## privilege.my-team-workbins.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables access to My Team Workbins.

## privilege.myagents.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.39

Enables supervisors to access the My Agents view, where they can view and update the state for agents in the groups they supervise. Supervisors can also remotely log off agents from media channels in this view.

## privilege.mychannels.can-use

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to access the My Channels tab.

## privilege.mychannels.pending-state.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the pending state to be displayed in the My Channels view while the agent is engaged in a call, chat, or email interaction. When the value of this option is set to true, if an agent sets his or her status to Not Ready or Not Ready Reason while he or she is still handling an interaction, the timer for that state will not start until the call is released, the chat is ended, or the email is sent or put into a workbin.

## privilege.outbound.can-cancel-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to cancel a preview record. If an agent cancels a preview record, it is not processed again during the current campaign.

## privilege.outbound.can-dial-alternative-chained-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to dial a number from the preview record chain that is different than the number selected by the system.

## privilege.outbound.can-dial-on-new-number

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Enables agents to dial an outbound contact on a new number, resulting in a new record added to the chain. Depends on 'Outbound - Can Use' and 'Can Dial Alternative Chained Record'.

## privilege.outbound.can-get-next-preview-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to request a new preview record while processing of the previous preview record terminates.

## privilege.outbound.can-mark-do-not-call

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to mark a contact as Do Not Call.

## privilege.outbound.can-reject-record

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to decline a preview record. If an agent declines a preview record, it can be processed by another agent in the campaign.

## privilege.outbound.can-reschedule

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Related Options:** [privilege.outbound.can-reschedule-before-call](#)

Enables an agent to reschedule an outbound record for an active call. Use the [privilege.outbound.can-reschedule-before-call](#) privilege to allow rescheduling before the call is dialed.

## privilege.outbound.can-reschedule-before-call

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to reschedule an outbound record before calling the contact.



## privilege.outbound.can-reschedule-on-new-number

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reschedule an outbound record on a new number (which adds a new record to the chain).

## privilege.outbound.can-set-call-result

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to set a call result to the outbound record.

## privilege.outbound.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Outbound Campaign functions.

## privilege.outbound.direct-push-preview.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Discontinued:** 9.0.000.68

Enables access to the Direct Push Preview Outbound Campaign functions.

## privilege.outbound.push-preview.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Enables access to the Push Preview Outbound Campaign functions.

---

## privilege.outbound.record-information.can-update

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

**Related Options:** [privilege.outbound.record-information.can-view](#)

Enables agents to edit or update fields in the Record Information area of an Outbound Record that are configured as editable. If this privilege is present, then the value of the [privilege.outbound.record-information.can-view](#) privilege is implicitly considered to be set to true.

## privilege.outbound.record-information.can-view

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agents to view the Record Information area in an Outbound Record.

## privilege.performance-tracker.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Performance Tracker.

## privilege.screen-recording.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the usage of Screen Recording Client.

## privilege.security.can-change-password

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables an agent to change their own password by using a menu action.

## privilege.sipendpoint.can-change-microphone-volume

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to change the volume of the microphone.

## privilege.sipendpoint.can-change-speaker-volume

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to change the volume of the speaker.

## privilege.sipendpoint.can-mute-microphone

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to mute and unmute the microphone. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

## privilege.sipendpoint.can-mute-speaker

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to mute and unmute the speaker. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

## privilege.sipendpoint.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.74

**Related Options:** [login.prompt-place](#)

Enables the usage of Genesys Softphone. Depends on 'Voice - Can Use Voice Channel'.

## privilege.SRL.can-quick-search

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to perform a Quick Search of the Standard Response Library.

## privilege.SRL.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables access to the Standard Response Library functions.

## privilege.standard-response.favorites.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables agents to use favorites for Standard Responses.

## privilege.standard-response.shortcuts.can-filter

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Enables agents to filter Standard Responses in the Standard Responses tree view to show only those with shortcuts.

## privilege.standard-response.shortcuts.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.72

Enables agents to use shortcuts to insert Standard Responses.

## privilege.standard-response.suggested-response.can-use

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.76

Enables an agent to use suggested responses in the **Responses** view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## privilege.teamcommunicator.can-manage-favorites

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to add, edit, and remove personal favorites in Team Communicator.

## privilege.teamcommunicator.can-use

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables access to the Team Communicator.

## privilege.teamcommunicator.can-view-all

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to search within all internal targets and contacts in Team Communicator.

## privilege.teamcommunicator.can-view-favorites

**Default Value:** true  
**Valid Values:** true, false.

---

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to view favorites in Team Communicator.

## privilege.teamcommunicator.can-view-recent-calls

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to view recently contacted resources in Team Communicator.

## privilege.teamcommunicator.display-agent-groups-availability

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables an agent to view the number of agents in the Ready state in agent groups in Team Communicator. Depends on 'Team Communicator - Can Use' and 'Team Communicator - Can View Favorites'.

## privilege.teamlead.can-coach-chat

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables a supervisor to coach chat interactions.

## privilege.teamlead.can-coach-current-voice

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables a supervisor to coach the current voice interaction.

## privilege.teamlead.can-coach-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to coach voice interactions.

## privilege.teamlead.can-coach-<media-type>

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to coach generic chat interactions.

## privilege.teamlead.can-monitor-chat

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor chat interactions.

## privilege.teamlead.can-monitor-current-voice

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor the current voice interaction.

## privilege.teamlead.can-monitor-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor voice interactions.

## privilege.teamlead.can-monitor-<media-type>

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to monitor generic chat interactions.

## privilege.teamlead.can-stop-monitoring-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to stop monitoring chat interactions.

## privilege.teamlead.can-stop-monitoring-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to stop monitoring voice interactions.

## privilege.teamlead.can-switch-to-barge-in-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to switch to barge-in mode for monitored chat interactions.

## privilege.teamlead.can-switch-to-barge-in-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to switch to barge-in mode for monitored voice interactions.



## privilege.teamlead.can-switch-to-coach-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to switch to coach mode for monitored chat interactions.

## privilege.teamlead.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables a supervisor to use the agent call and chat monitoring functionality.

## privilege.voice.alert-prevent-recording.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Enables agents to be alerted if the current call is not being recorded.

## privilege.voice.can-answer-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to manually answer an incoming voice call. Setting this option to false hides the Accept button in the Interaction notification pop-up.

## privilege.voice.can-extend-after-call-work

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to extend the After Call Work state.

## privilege.voice.can-forward

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to forward voice calls.

## privilege.voice.can-hold-retrieve-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables and agent to hold or retrieve a voice call.

## privilege.voice.can-make-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to make a new voice call from any area enabling voice calls.

## privilege.voice.can-one-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables instant conferencing of a voice call.

## privilege.voice.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables instant conferencing of a voice call.

## privilege.voice.can-reject-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to reject an incoming voice call.

## privilege.voice.can-release-a-held-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to manually end voice calls in held state.

## privilege.voice.can-release-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to manually end voice calls.

## privilege.voice.can-send-dtmf

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to send DTMF during a voice call by using the on screen number keypad.

## privilege.voice.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables an agent to set the disposition code on voice interactions.

## privilege.voice.can-show-hold-duration

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the amount of time that a voice call has been on hold.

## privilege.voice.can-show-post-call-duration

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to see the post call duration in the tooltip and in the interaction bar of a voice call.

## privilege.voice.can-two-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables two-step conference for voice calls.

## privilege.voice.can-two-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables two-step transfer of a voice call.

## privilege.voice.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables the agent to use the Voice channel.

## privilege.voice.consultation.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for consultations.

## privilege.voice-history.can-click-to-dial

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Enables an agent to use the Click-to-dial feature to dial a voice call from the Details tab of the history of a voice interaction in any History view.

## privilege.voice-history.can-click-to-search

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Enables an agent to use Click-to-search to open the Contact Directory by clicking a Contact name in the Details tab of the My History or Interaction Search views.

## privilege.voice.make-call.can-use-caller-id

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for making calls.

## privilege.voice.show-monitoring.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to be notified that the current call is monitored by a supervisor.

## privilege.voice.single-step-conference.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for single-step conferences.

## privilege.voice.single-step-transfer.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use caller ID for single-step transfers.

## privilege.voicemail.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.80

Enables agents to use the voicemail functionality. This privilege is required to control and monitor voicemail boxes.

## privilege.voicemail.can-use-empty-shared-mailbox

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.80

Enables agents to dial both their personal and group voice mailboxes whether they have a message waiting or not.

## privilege.workbin.can-search-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Enables agents to search for interactions in workbins content.

## privilege.workbin.can-search-my-workbins-trees

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.88

Enables agents to search for workbins in the navigation tree of the My Workbins View.

## privilege.workbins.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to access My Team Workbins.

## privilege.workitem-channels.can-use

**Default Value:** false  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31  
**Related Options:** [openmedia.workitem-channels](#)

Enables agents to use all WorkItem channels configured in the [openmedia.workitem-channels](#) option.

## privilege.<media-type>.can-decline

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to decline incoming workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

## privilege.<media-type>.can-mark-done

**Default Value:** true  
**Valid Values:** true, false.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Enables agents to mark done an interaction without further processing.

## privilege.<media-type>.can-move-to-workbin

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to move an interaction to the workbin. Depends on 'Workitem - Can Use Workitem Channel'.

## privilege.<media-type>.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to use instant workitem transfer. Depends on 'Workitem - Can Use Workitem Channel'.

## privilege.<media-type>.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Enables agents to set the disposition code of workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

## reporting.case.report-case-in-focus-duration

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the time that an interaction has been in the focus of the agent during its handling is reported to T-Server or Interaction Server at the end of its processing by the agent. When it is enabled, this notification allows Genesys Interaction Concentrator and Genesys Info Mart to calculate some focus time metrics.



## screen-recording.client.address

**Default Value:** 127.0.0.1

**Valid Values:** String corresponding to the Screen Recording Client ip address or host name

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the IP address or host name on which Screen Recording Client listens for credentials.

## screen-recording.client.port

**Default Value:** 443

**Valid Values:** String corresponding to the Screen Recording Client port number

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the port on which Screen Recording Client listens for credentials.

## screen-recording.client.secure-connection

**Default Value:** true

**Valid Values:** True or false, specifying if secure connection will be used

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a secure connection is used for communication with Screen Recording Client

## screen-recording.client.server-url

**Default Value:** No default value

**Valid Values:** Valid URL

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.49

Defines the address of the RWS server to be used for communication by Screen Recording Client. The field code `$GWS_URL$` is supported allowing to specify the usage of the same origin as WWE UI. If the option is empty, the WWE UI origin is used. A list of RWS/WWE UI pairs can be defined based on the pattern: `<rws_origin_url>(<wwe_origin_url>)`. This list could be based on a single pair. In case of none matching, the default behavior is used.

## security.inactivity-alert-dialog-before-timeout

**Default Value:** 30

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [security.inactivity-timeout](#)

Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout. The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of [security.inactivity-timeout](#).

## security.inactivity-timeout

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the amount of time, in minutes, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out. If the agent has been inactive longer than the number of minutes that are specified by this inactivity timeout, the agent session is ended. A value of 0 disables this inactivity timeout.

## security.login.inactivity-alert-dialog-before-timeout

**Default Value:** 20

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

**Related Options:** [security.login.inactivity-timeout](#)

Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout for the second step of the login (place selection, queue selection, language selection, etc.). The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of [security.login.inactivity-timeout](#).

## security.login.inactivity-timeout

**Default Value:** 60

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the amount of time, in seconds, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out for the second step of the login (place selection, queue selection, language selection, etc.). If the agent has been inactive longer than the number of seconds that are specified by this inactivity timeout, the agent session is ended. A value of 0 disables this inactivity timeout.

## security.web-content.sandbox-rights.default-

---

## authorizations

**Default Value:** ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW-POPUPS,ALLOW-SAME-ORIGIN

**Valid Values:** Comma-separated list of default sandbox rights authorization that are set up for the embedded Web Application in INTERNAL, BACKGROUND or HIDDEN mode (based on iframes) in order to unlock some security restrictions : ALLOW-SCRIPTS, ALLOW-FORMS, ALLOW-POPUPS, ALLOW-SAME-ORIGIN, ALLOW-DOWNLOADS, ALLOW-PRESENTATION, ALLOW-POINTER-LOCK

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.76

Specifies the default sandbox rights authorization options that are set up to embedded Web Application in INTERNAL, BACKGROUND or HIDDEN mode (based on iframes), in order to remove restrictions and enable features.

## service-client-api.accepted-web-content-origins

**Default Value:** No default value

**Valid Values:** A comma-separated value list of URL or '\*'

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of granted origins and allowed APIs that are used in the web extension views. You can filter requested API with the following self-explanatory keywords:

- 'agent.get'
- 'agent.getStateList'
- 'agent.setState'
- 'agent.getState'
- 'interaction.getInteractions'
- 'interaction.getByInteractionId'
- 'interaction.getByBundleId'
- 'interaction.getByCaseId'
- 'interaction.setUserData'
- 'interaction.deleteUserData'
- 'system.closeToast'
- 'system.popupToast'
- 'system.updateToast'
- 'voice.dial'
- 'voice.startCallRecording'
- 'voice.stopCallRecording'
- 'voice.pauseCallRecording'

- 'voice.resumeCallRecording'
- 'email.create'.  
For example, the value for of this option could now be: <http://my-web-server0>, <http://my-web-server1> , <http://my-web-server2> (agent.\*, voice.dial), <http://my-web-server3> (agent.\*, interaction.\*).

In this example, all requests are allowed for the <http://my-web-server0> and <http://my-web-server1> domains. For the <http://my-web-server2> domain, only the following requests are allowed: 'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'voice.dial'. For the <http://my-web-server3> domain, only the following requests are allowed:

- 'agent.get'
- 'agent.getStateList'
- 'agent.setState'
- 'agent.getState'
- 'interaction.getInteractions'
- 'interaction.getByInteractionId'
- 'interaction.getByBundleId'
- 'interaction.getByCaseId'
- 'interaction.setUserData'
- 'interaction.deleteUserData'.  
In addition to filtering by origin, you can filter by API with a wildcard in parentheses after the allowed origin. This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.block-markdone-timeout

**Default Value:** 1000

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the duration, in milliseconds, of the timeout started by the 'interaction.blockMarkdone()' service. If this option is set, when an agent marks an interaction as Done, the Mark Done operation is delayed until the specified timeout has elapsed. During this interval, Mark Done can be blocked by using the serviceClientAPI 'blockMarkdone' operation. If Mark Done is blocked by 'serviceClientAPI', the Mark Done operation is cancelled. If the Mark Done is not blocked, the Mark Done operation occurs after the specified duration has elapsed. If Mark Done has been blocked by the 'blockMarkDone' operation from the 'serviceClientAPI', it can be unblocked by using the 'unblockMarkDone' operation from the 'serviceClientAPI'.

## service-client-api.option.read-allowed-web-content-origin

**Default Value:** No default value

**Valid Values:** A comma-separated value list of URL or '\*', with patterns for example: '<http://my-web-server-1>,<http://my-web-server-2>(\*),<http://my-web-server-3>(voice.\*)' or '\*'.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the list of granted origins and read allowed options that are used in the web extension views. You can filter access to provisioning with the following self-explanatory keywords:

- 'voice.\*'
- 'sipendpoint.\*'
- '...'

For example, the value of this option could now be: <http://my-web-server0>, <http://my-web-server1> (\*), <http://my-web-server2> (voice.\*, system.\*), <http://my-web-server3> (sipendpoint.\*, CustomSection/\*).

In this example, all requests are allowed for the <http://my-web-server0> and <http://my-web-server1> domains. For the <http://my-web-server2> domain, only the following access to provisioning are allowed: 'voice.\*', 'system.\*'. For the <http://my-web-server3> domain, only the following access to provisioning are allowed:

- 'sipendpoint.\*'
  - 'CustomSection/\*'
- This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.rate-limit

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0. 0 for unlimited rate.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the limit for the maximum number of requests per minute on the Service Client API. This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.rate-limit-quarantine-delay

**Default Value:** 30

**Valid Values:** An integer value greater than or equal to 0. 0 for infinite quarantine delay.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the quarantine delay, in seconds, during which requests are ignored once the rate limit is reached. This option cannot be overridden and must be set in the WS\_Cluster application.

## service-client-api.rate-limit.<service-name>

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0. 0 for unlimited rate.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the limit for the maximum number of requests per minute on a specific API request on the Service Client API. The <service-name> can be one of the following:

- agent.get
- agent.getStateList
- agent.setState
- agent.getState
- interaction.getInteractions
- interaction.getByInteractionId
- interaction.deleteUserData
- interaction.setUserData
- media.getMediaList
- media.setState
- system.closeToast
- system.popupToast
- system.updateToast
- voice.dial
- voice.startCallRecording
- voice.stopCallRecording
- voice.pauseCallRecording
- voice.resumeCallRecording
- email.create  
This option cannot be overridden, it must be set in the WSA Cluster Application.

## service-client-api.toast.width

**Default Value:** 400

**Valid Values:** An integer value greater than or equal to 140.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies a custom toast width in pixel for the API system.popupToast()

## service-client-api.user-data.read-allowed

**Default Value:** \*

**Valid Values:** A comma-separated value list of user data key to allow, or '\*' to allow every keys, for example: Key1,Key2,Key3

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of keys that can be read in the user data. This applies to the userData property of the Interaction object returned by a function or an event.

## service-client-api.user-data.write-allowed

**Default Value:** \*

**Valid Values:** A comma-separated value list of user data key to allow, or '\*' to allow every keys, for example: Key1,Key2,Key3

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of keys that the [interaction.setUserData\(\)](#) and [interaction.deleteUserData\(\)](#) functions can write to in the user data.

## side-bar.web-content.url-encoding-defense-enabled

**Default Value:** No default value

**Valid Values:** A comma-separated list of one or more modes and the optional FORCE modifier in this format: <mode>[|FORCE]. Valid modes: INTERNAL, BACKGROUND, HIDDEN, EXTERNAL.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies the list of modes on which the url encoding defense is applied. If the '<mode>' is not set, the url is unmodified (not encoded). If the '<mode>' is set but no hexadecimal character (%XX, where X is a hexa) is found in the url, the url is encoded. If the '<mode>|FORCE' is set, the url is always encoded.

## sipendpoint.disconnected.max-attempts-to-set-not-ready

**Default Value:** 1

**Valid Values:** A valid integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies the maximum number of failed pings with SIP Endpoint before the voice channel state is changed to NotReady (with an eventual reason code specified by option 'sipendpoint.disconnected.not-ready-reason').

## sipendpoint.disconnected.not-ready-reason

**Default Value:** No default value.

**Valid Values:** A valid Not Ready reason.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

**Related Options:** sipendpoint.disconnected.max-attempts-to-set-not-ready

Specifies the Not Ready reason that is to be set for the SIP DN when the SIP Endpoint is considered as disconnected.

## sipendpoint.enable-auto-mute

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies whether mute and unmute are done automatically when agent sets speaker or microphone volume to 0.

## sipendpoint.headset-unplugged-not-ready-reason

**Default Value:** No default value

**Valid Values:** A valid not ready reason

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [sipendpoint.headset-unplugged-set-not-ready](#)

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged if the value of the [sipendpoint.headset-unplugged-set-not-ready](#) option is set to true.

## sipendpoint.headset-unplugged-set-not-ready

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

## sipendpoint.max-failed-ping

**Default Value:** 5

**Valid Values:** A valid integer

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number of failed pings allowed on Genesys Softphone.

## sipendpoint.ping-interval

**Default Value:** 2000

**Valid Values:** A valid integer

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

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Specifies the interval, in milliseconds, between each ping of the Genesys Softphone.

## sipendpoint.register-interval

**Default Value:** 1500

**Valid Values:** A valid integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.76

**Related Options:** [sipendpoint.register-max-attempts](#)

Specifies the interval, in milliseconds, that Workspace waits between each check for the successful registration to Genesys Softphone. The number of attempted checks is specified by the [sipendpoint.register-max-attempts](#) option.

## sipendpoint.register-max-attempts

**Default Value:** 10

**Valid Values:** A valid integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.76

Specifies the number of checks after a registration request is made that Workspace makes while waiting for Genesys Softphone to become active.

## sipendpoint.sip-server-address

**Default Value:** No default value

**Valid Values:** A correct URI. In case of DNS SRV: <FQDN>; in case of A-Record: <FQDN>:<port>; for IP Address: <IP>:<port>.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.93

Specifies the FQDN, hostname, or IP Address of the SIP Entity (Session Border Controller, SIP Proxy, SIP Server) where the SIP REGISTER request will be sent by Genesys Softphone. In a Business Continuity environment designed for dual SIP registration, this corresponds to the preferred site registration (Tip: To set the Domain/Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of this option to the FQDN of your domain instead of just the IP Address).

## sipendpoint.sip-server-address.peer

**Default Value:** No default value

**Valid Values:** A correct URI. In case of DNS SRV: <FQDN>; in case of A-Record: <FQDN>:<port>; for IP Address: <IP>:<port>.

**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.93

In a Business Continuity environment designed for dual SIP registration, specifies the FQDN, hostname, or IP Address of the SIP Entity (Session Border Controller, SIP Proxy, SIP Server) corresponding to the secondary SIP destination where the SIP REGISTER request will be sent by Genesys Softphone (Tip: To set the Domain\Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of this option to the FQDN of your domain instead of just the IP Address).

## sipendpoint.transport-protocol

**Default Value:** UDP  
**Valid Values:** Select a value from the following list: UDP, TCP, TLS, HTTP, HTTPS.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies whether UDP, TCP, TLS, HTTP, or HTTPS is used for the SIP transport protocol.

## sipendpoint.uri

**Default Value:** No default value  
**Valid Values:** A correct uri  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the URI of the SIP endpoint used in connector mode. For example: https://localhost:8000. See the [Genesys Softphone Deployment Guide](#) for information about setting this value for Genesys Softphone.

## sipendpoint.uri

**Default Value:** No default value  
**Valid Values:** A correct uri  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the URI of the SIP endpoint used in connector mode. For example: https://localhost:8000. See the [Genesys Softphone Deployment Guide](#) for information about setting this value for Genesys Softphone.

## sipendpoint.wait-user-max-attempts

**Default Value:** 20  
**Valid Values:** A valid integer  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the number of failed waiting user-actions that are allowed before timeout.

## standard-response.categories

**Default Value:** \$All\$

**Valid Values:** A comma-separated value list of category names or full path category starting at the root category. \$All\$ to display Standard Responses from all categories.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of categories used to filter Standard Responses. Agents see only those Standard Responses that are part of the sub-tree of categories set in the value for this option.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## standard-response.field.Agent.<CustomFieldCode>

**Default Value:** No default value

**Valid Values:** Any valid text string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.50

**Modified:** 9.0.000.65

In the name of the option, CustomFieldCode represents a field code that is called in a Standard Response object created in eServices Manager and stored in Universal Contact Server. Use this option to specify a custom field code such as an agent nickname, role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format CustomFieldCode to represent a custom agent attribute. Example: standard-response.field.Agent.Nickname = Lee

## standard-response.field.<CustomFieldCode>

**Default Value:** No default value

**Valid Values:** Any valid text string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.50

**Modified:** 9.0.000.65

In the name of the option, CustomFieldCode represents a field code that is called in a Standard Response object created in eServices Manager and stored in Universal Contact Server. Use this option to specify a custom field code such as a role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format CustomFieldCode to represent a custom agent attribute. Example: standard-response.field.Department = Sales

## standard-response.shortcuts.<keyword>

**Default Value:** No default value

**Valid Values:** Path to the standard response as defined in the Knowledge Manager.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Specifies the 'keyword' for a shortcut where the name of the option represents the keyword to be entered by agents to use the shortcut. For example: 'standard-response.shortcuts.JulySale'. Specify the path to the Response that is defined in Knowledge Manager as the value for this option. For example '2021Specials\JulySale'.

## standard-response.suggested-categories.max-number

**Default Value:** 20

**Valid Values:** An integer between 1 and 20

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the maximum number of suggested response categories displayed in the **Responses** view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## standard-response.suggested-responses.min-relevance

**Default Value:** 50

**Valid Values:** Any integer between 1 to 100

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the minimum level of relevance to filter the display of suggested responses in the **Responses** view. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## statistics.agent-groups

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of agent groups and virtual agent groups that are displayed in the Contact Center Statistics tab. If empty, no agent groups or virtual agent groups are displayed. If set to a list and none of the groups in the list match an existing group, no agent groups or virtual agent groups are displayed.

## statistics.available-page-sizes

**Default Value:** 10,20,30

**Valid Values:** A comma-separated list of numbers that define the number of statistics objects per result page from which the agent can make selections.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the possible values for the number of statistics objects per page in the contact center statistics view.

## statistics.default-page-size

**Default Value:** 50

**Valid Values:** An integer from 10 through 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [statistics.available-page-size](#)

Specifies the default value for the number of statistics objects per page in the Contact Center Statistics view. The value must be defined in the option [statistics.available-page-size](#).

## statistics.displayed-statistics

**Default Value:** No default value

**Valid Values:** A comma-separated list of Statistic names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

## statistics.gadget-statistics

**Default Value:** No default value

**Valid Values:** A comma-separated list of Statistic names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the statistics, up to 10, that are displayed in the Statistics Gadget. Each statistics specified in this option is the name of a section containing the statistic definition or the statistic object.

## statistics.gadget-statistics.max-size

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

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**Introduced:** 9.0.000.31

**Modified:** 9.0.000.61

**Related Options:** [statistics.gadget-statistics](#)

Specifies the maximum number of statistics that are displayed in the Statistics Gadget. If more statistics are specified by the [statistics.gadget-statistics](#) option, only the first 'n' statistics are displayed.

## statistics.queue-groups

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of queue groups that are displayed in the Contact Center Statistics tab. If empty, no queue groups are displayed. If set to a list and none of the queue groups in the list match an existing queue group, no queue groups are displayed.

## statistics.refresh-time

**Default Value:** 20

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies, in seconds, how often statistics are refreshed in the Contact Center Statistics tab. When set to 0, no automatic refresh occurs (the agent must manually refresh statistics).

## statistics.routing-points

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of routing points that are displayed in the Contact Center Statistics tab. If empty, no routing points are displayed. If set to a list and none of the routing points match an existing routing point, no routing points are displayed.

## statistics.virtual-queues

**Default Value:** No default value

**Valid Values:**

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of virtual queues that are displayed in the Contact Center Statistics tab. If empty, no

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virtual queues are displayed. If set to a list and none of the virtual queues in the list match an existing virtual queue, no virtual queues are displayed.

## system.cometd.timeout

**Default Value:** 60000

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the duration, in milliseconds, before the session is considered closed when the connection with the server is lost.

## system.disconnected.browser-notif.events

**Default Value:** ReconnectFailure,DisasterRecoveryFailure,LoginRequired

**Valid Values:** A comma-separated list of events associated with application disconnection and disaster recovery.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies which connection failure and connection recovery states should display a browser notification.

## system.feedback

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a Feedback button is displayed in the About window.

## system.feedback.auto.log-size

**Default Value:** 10000

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the number of characters from the last log to send with the automatic feedback.

## system.feedback.auto.publish-interval

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

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**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.65

Specifies the duration, in seconds, between auto feedback submission. If the value is less than 30s, this feature will not be activated

## system.feedback.auto.publish-retry

**Default Value:** 0  
**Valid Values:** An integer value greater than or equal to 0.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.65

Specifies the count, in numbers, to retry auto feedback submission. If the publish failed to post.

## system.feedback.log-level

**Default Value:** trace  
**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the feedback log level.

## system.feedback.log-size

**Default Value:** 1000  
**Valid Values:** An integer value greater than or equal to 0.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the number of characters from the last Log to send with the feedback.

## system.feedback.message.max-length

**Default Value:** 10000  
**Valid Values:** An integer value from 500 through 50000.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the maximum number of characters in the feedback message.

## system.feedback.submit-after-disconnect

**Default Value:** false  
**Valid Values:** true, false.



**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [system.cometd.timeout](#)

Specifies whether a Feedback dialog box is displayed the next time the agent logs in after a session closed due to the Cometd defense. Managed by the [system.cometd.timeout](#) option.

## system.log-level

**Default Value:** Trace

**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the global log level.

## system.multi-tabs-defense.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Enables the defense for Multi-Tabs use-cases.

## system.notif.browser-unsupported.ie11

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.98

Specifies whether a browser unsupported notification is to be shown for IE11 browser

## system.notif.cometd.service-availability-delay

**Default Value:** 2000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies the delay in milliseconds before triggering the CometD 'unavailability' ('Connection lost, reconnecting') message toast. In case a CometD 'availability' event is received before this delay, 'unavailability' message toast is canceled.

## system.notif.cometd.service-availability.show-on-user-

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## action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the CometD disconnection period. This option is independent from 'system.notif.cometd.service-availability-delay'.

## system.notif.contact.service-availability-delay

**Default Value:** 15000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the UCS (Contact Server) unavailability notification to an agent. If a UCS availability is received before the delay, unavailability notification is cancelled.

## system.notif.contact.service-availability.show-on-user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the Contact (UCS) disconnection period. This option is independent from [system.notif.contact.service-availability-delay](#).

## system.notif.open-media.service-availability-delay

**Default Value:** 15000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the OpenMedia (Interaction Server) unavailability notification to an agent. If an OpenMedia availability is received before the delay, unavailability notification is cancelled.

## system.notif.open-media.service-availability.show-on-

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## user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the OpenMedia (Interaction Server) disconnection period. This option is independent from [system.notif.open-media.service-availability-delay](#).

## system.notif.statistic.service-availability-delay

**Default Value:** -1

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the Statistic Server unavailability notification to an agent. If a Statistic server availability is received before the delay, unavailability notification is cancelled.

## system.notif.statistic.service-availability.show-on-user-action

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies if a notification is displayed when an agent action involves a call to the back-end during the Statistic server disconnection period. This option is independent from [system.notif.statistic.service-availability-delay](#).

## system.notif.voice.service-availability-delay

**Default Value:** 15000

**Valid Values:** An integer value greater than or equal to 0, or -1 to disable the notification.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies the delay, in milliseconds, before triggering the Voice unavailability notification to an agent. If a Voice availability is received before the delay, unavailability notification is cancelled.

## system.notif.voice.service-availability.show-on-user-action

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether a notification is displayed when an agent action involves a call to the back-end during the Voice server disconnection period. This option is independent from [system.notif.voice.service-availability-delay](#).

## system.telemetry.enable-metrics

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies whether UI metrics and events are sent to the Telemetry Service. Depends on [system.telemetry.enabled](#)

## system.telemetry.enable-traces

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies whether UI traces are sent to the Telemetry Service. Depends on [system.telemetry.enabled](#)

## system.telemetry.enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies whether telemetry is used to push metrics and traces to the Telemetry Service.

## system.telemetry.log-level

**Default Value:** Info

**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

**Changes Take Effect:** Immediately

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**Introduced:** 9.0.000.93

Specifies the telemetry log level.

## system.telemetry.monitor-interval

**Default Value:** 60

**Valid Values:** From 0 to MAXINT.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies the duration, in seconds, between two checks of the metrics, events, or traces before publishing the data to the Telemetry Service.

## system.telemetry.service-url

**Default Value:** No default value

**Valid Values:** Specifies the valid FQDN of the Telemetry Service (for example: https://telemetry-fqdn).

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

The url of the Telemetry Service.

## system.telemetry.service-url-<n>

**Default Value:** No default value

**Valid Values:** A valid FQDN of Telemetry Service (for example: https://telemetry-fqdn-1).

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies the url of one of the Telemetry Services when there are multiple pairs in a region. (Refer to the expression.gws-url.capturing-groups-<n> option)

## system.timer.blinking-timeout

**Default Value:** 5

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies, in seconds, the timer blinking interval.

## teamcommunicator.actions.display-mode

**Default Value:** hover

**Valid Values:** A value from the following list: hover (actions appear only on mouseover on related entry), block (expose a default action button for all entries).

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the display mode for Team Communicator action buttons.

## teamcommunicator.add-recent-filters.voice

**Default Value:** No default value

**Valid Values:** A comma-separated list of interaction types taken from the following values: internal, external, consultation.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether to store incoming interactions into the Recent buffer. By default, the Recent buffer stores only the actions of the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

## teamcommunicator.always-clear-textbox-on-new-interaction

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the Team Communicator text search box is cleared after the interaction is initiated when the agent presses 'Enter' or clicks one of the medias in the Team Communicator results. When set to false, the Team Communicator text search box is cleared only if an interaction is initiated by the agent pressing 'Enter'.

## teamcommunicator.chat.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list: NotReady, Busy, LoggedOff

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests. Depends on 'Chat - Can Use Chat Channel' and 'TeamCommunicator - Evaluate

Presence'.

## teamcommunicator.corporate-favorites

**Default Value:** No default value

**Valid Values:** A comma-separated list of favorite names (section names) that are defined in the Workspace application.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of corporate favorites (quick dial favorites) that are configured in the Configuration Server for an Agent, Agent Group, Skill, Routing Point, Queue, Interaction Queue, or Custom Contact. See the procedure 'Creating Corporate Favorites' in the Configuration Guide for information about creating Corporate Favorite objects in the configuration layer. This option can be overridden by a routing strategy as described in the Configuration Guide.

## teamcommunicator.email.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list: NotReady, Busy, LoggedOff

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for transfer requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for transfer requests. Depends on 'Email - Can Use Email Channel' and 'TeamCommunicator - Evaluate Presence'.

## teamcommunicator.list-filter-showing

**Default Value:** Agent,AgentGroup,RoutingPoint,Skill,InteractionQueue>Contact,CustomContact

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Skill, Contact, InteractionQueue, ACDQueue, CustomContact, Teams.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

## teamcommunicator.load-at-startup

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

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**Introduced:** 9.0.000.31

Specifies whether all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Team Communicator are loaded at login. This option is used to help with performance at login if many agents login at the same time. When this option is set to false, the elements are not loaded at login, they are loaded the first time the focus is placed in the Team Communicator.

## teamcommunicator.max-favorites-size

**Default Value:** 50

**Valid Values:** An integer value from 0 through 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the maximum size of the favorites list that is displayed while an agent is displaying favorites.

## teamcommunicator.max-size

**Default Value:** 50

**Valid Values:** An integer value from 0 through 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [teamcommunicator.show-all-internal-targets](#)

Specifies the maximum size of the default list when the value of [teamcommunicator.show-all-internal-targets](#) is set to true.

## teamcommunicator.max-suggestion-size

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

## teamcommunicator.one-step-conference-with-consultation.enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84



Specifies whether agents can make a one-step conference of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step conference button is not displayed and agents cannot perform a one-step conference operation when there is an active consultation.

## teamcommunicator.one-step-transfer-with-consultation.enabled

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether agents can make a one-step transfer of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step transfer button is not displayed and agents cannot perform a one-step transfer operation when there is an active consultation.

## teamcommunicator.permissions.agent.exclude-from-agent-groups

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no exclusion.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.84

**Related Options:** [teamcommunicator.permissions.agent.restrict-to-agent-groups](#)

Specifies the list of agent groups or virtual agent groups used to exclude agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are excluded from the list. Note: This overrides the `teamcommunicator.permissions.agent.restrict-to-agent-groups` filter where there is overlap. For example, if an agent belongs to groups A and B, and the exclude filter specifies B while the include filter specifies A, the agent is excluded from the returned list.

## teamcommunicator.permissions.agent.restrict-to-agent-groups

**Default Value:** No default value

**Valid Values:** Comma-separated list of Agent Groups; empty means no restriction applied.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.84

Specifies the list of agent groups or virtual agent groups used to restrict agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are included in the list.

## teamcommunicator.permissions.ms-teams.exclude

**Default Value:** No default value

**Valid Values:** A valid user properties attribute name and attribute value pair, grouped by parentheses in the Azure Active Directory.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

**Modified:** 9.0.000.95

Specifies the user properties of Azure Active Directory users from which searches of MS Teams are to be excluded.

## teamcommunicator.permissions.ms-teams.restrict-to

**Default Value:** No default value

**Valid Values:** A valid user properties attribute name and attribute value pair, grouped by parentheses in the Azure Active Directory.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

**Modified:** 9.0.000.95

Specifies the user properties of Azure Active Directory users to which searches of MS Teams are to be restricted.

## teamcommunicator.permissions.ms-teams.restrict-to-ad-group-id

**Default Value:** No default value

**Valid Values:** A valid Azure Active Directory group identifier.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

**Modified:** 9.0.000.95

Specifies the id of the Azure Active Directory group to which searches of MS Teams users is to be restricted.

## teamcommunicator.queue-presence-metrics

**Default Value:** queue-presence

**Valid Values:** A comma separated value list of queue presence options section names.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies a list of Queue presence sections. Each of these sections contains a valid statistic name related to the Queue, the text to be displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

## teamcommunicator.recent-max-records

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number of recent internal targets to display in the list of recent targets.

## teamcommunicator.request-start-timer

**Default Value:** 500

**Valid Values:** An integer value from 1 through 5000.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

## teamcommunicator.routing-point-presence-metrics

**Default Value:** routing-point-presence

**Valid Values:** A comma separated value list of routing point presence options section names.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.68

Specifies a list of routing point presence sections. Each of these sections contains a valid statistic name related to the routing point, the text to be displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

## teamcommunicator.show-all-internal-targets

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether all internal targets are displayed by default in the Team Communicator when an agent is searching for a transfer or conference target, including all Agents, Agent Groups, Skills, and Routing Points.

## teamcommunicator.third-party-name

**Default Value:** External/Third party

**Valid Values:** Any text string.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.94

Specifies the text label for the external and third-party services filter in the Team Communicator search list.

## teamcommunicator.voice.apply-exclude-to-favorites

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.84

Specifies whether to apply exclude options to all targets, including favorites.

## teamcommunicator.voice.consultation.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on consultation. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.voice.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list:

NotReady, Busy

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

## teamcommunicator.voice.make-call.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on making a call. The check is done after

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Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.voice.single-step-conference.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step conference. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.voice.single-step-transfer.exclude-numbers

**Default Value:** No default value

**Valid Values:** A regular expression.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step transfer. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

## teamcommunicator.<media-type>.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent status from the following list:

NotReady, Busy, LoggedOff

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

## teamlead.monitoring-current-call-timeout

**Default Value:** 0

**Valid Values:** An integer value from 5 to 300.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

In scenarios where a contact has opted out of call monitoring, use this option to specify the duration before monitoring and coaching of the current call is considered failed due to time out. To disable timeout, specify a value less than 5.

## teamlead.monitoring-scope

**Default Value:** call

**Valid Values:** Select a value from the following list: agent,call

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the scope of monitoring that is to be used for voice interactions. If the value call is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value agent is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

## teamlead.myagents.available-page-sizes

**Default Value:** 5,10,25,50

**Valid Values:** A comma-separated list of numbers that define the number of rows per result page from which the agent can make selections.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

Specifies the possible values for the number of rows per page in the My Agents view.

## teamlead.myagents.default-page-size

**Default Value:** 10

**Valid Values:** An integer from 1 through 50.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.49

**Related Options:** [teamlead.myagents.available-page-sizes](#)

Specifies the default value for the number of rows per page in the My Agents view. The value is added to the list defined by the [teamlead.myagents.available-page-sizes](#) option.

## teamlead.myagents.enabled-channels

**Default Value:** voice,chat,email

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**Valid Values:** Comma-separated list of channel names from the following list: voice, chat, email, facebook, twitter, workitem

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the channels that are displayed in the My Agents view. Channels are displayed in the order in which they appear in the list.

## teamlead.myagents.manual-refresh.enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [teamlead.myagents.refresh-rate](#)

Specifies whether the manual refresh button is displayed in the My Agents view. Manual refresh is automatically enabled if automatic refresh is disabled by the [teamlead.myagents.refresh-rate](#) option.

## teamlead.myagents.pagination.limit

**Default Value:** 10

**Valid Values:** An integer value between 10 and 100.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the maximum number of agents displayed per page in the My Agents tab.

## teamlead.myagents.refresh-rate

**Default Value:** 30

**Valid Values:** Valid values are integer values between 5 and 5000. Values less than 5 disables the automatic refresh.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [accessibility.visual-impairment-profile](#)

Specifies the frequency, in seconds, to refresh the list of agents. To disable automatic refresh, specify a value less than 5 to indicate manual refresh. Automatic refresh is also disabled if the value of the [accessibility.visual-impairment-profile](#) option is true.

## teamlead.myagents.thresholds.enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [teamlead.myagents.thresholds.<media-type>](#)

Enable thresholds to be used for channels specified by the `teamlead.myagents.thresholds.<media-type>` option.

## teamlead.myagents.thresholds.<media-type>

**Default Value:** No default value

**Valid Values:** A threshold section name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

Specifies the name of a threshold section that determine when an agent state is considered to be Busy or Not Ready for the specified channel. You must create the threshold sections on the Application object.

## toast.case-data.content

**Default Value:** History,CaseData

**Valid Values:** History, CaseData

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** `toast.case-data.format-business-attribute`

Specifies the content of the Case Information area in the toast interaction preview. The CaseData key enables the display of the attached data that is defined by the `toast.case-data.format-business-attribute` option. The History key enables the display of interaction history information. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## toast.case-data.format-business-attribute

**Default Value:** No default value

**Valid Values:** The valid name of a Business Attribute.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** `toast.case-data.order`

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the `toast.case-data.order` option. Use this option to specify a comma-separated list of Business Attributes Value Names that define the order of the Business Attribute Values. The Attributes Values that are not listed in `toast.case-data.order` option are put at the bottom of the list.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## toast.window-title

**Default Value:** (\$Contact.FirstName\$\$Contact.LastName\$|\$Interaction.MainParty\$)

**Valid Values:**

\$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseName\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the title of the Toast window by defining a string that contains the following field codes: \$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseName\$ (X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: '\$Window.Title\$ - \$Interaction.MainParty\$'.

## views.CaseSideRegion.activate-order

**Default Value:** AgentAssistSuggestionsView,ContactView,SRLView,RelatedView,CoBrowseView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'interaction.web-content'):

ContactView,ExtensionSectionName,SRLView,RelatedView,CoBrowseView. CoBrowseView is not supported for on-premises deployments.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.94, 9.0.000.93, 9.0.000.68

Specifies, in order of precedence, the view selected by default in the Case Side Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on.) If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.CaseSideRegion.order

**Default Value:** AgentAssistSuggestionsView,CoBrowseView,ContactView,SRLView,RelatedView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'interaction.web-content'):

ExtensionSectionName,CoBrowseView,ContactView,SRLView,RelatedView. CoBrowseView is not supported for on-premises deployments.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.94, 9.0.000.93, 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.ContactRegion.activate-order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom

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views): ContactInformationView,ContactHistoryView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies, in order of precedence, the view selected by default in the Contact region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.ContactRegion.order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Contact Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.HistoryInteractionDetailsRegion.activate-order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies, in order of precedence, the view selected by default in the History Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.HistoryInteractionDetailsRegion.order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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## views.InteractionDetailsRegion.activate-order

**Default Value:** ContactInteractionNotePadView,DispositionView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInteractionNotePadView,DispositionView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies, in order of precedence, the view selected by default in the Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

## views.InteractionDetailsRegion.order

**Default Value:** DispositionView,ContactInteractionNotePadView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): DispositionView,ContactInteractionNotePadView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.NavigationBarRegion.activate-order

**Default Value:** ConnectRegion,MonitoringRegion

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom subregion specified in a section): Connect, Monitoring.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies in precedence order the view selected by default in the Navigation Bar Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.NavigationBarRegion.ConnectRegion.activate-order

**Default Value:**

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content');

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MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies in precedence order the view selected by default in the Connect Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.NavigationBarRegion.ConnectRegion.order

**Default Value:**

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

MyChannelsView,MyCampaignsView,MyHistoryView,WorkbinsView,InteractionsSearchView,ContactDirectoryView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the order (left to right, top to bottom) in which the views are displayed in the Connect Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.NavigationBarRegion.MonitoringRegion.activate-order

**Default Value:** DashboardView,MyAgentsView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

DashboardView,MyAgentsView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies in precedence order the view selected by default in the Monitoring Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.NavigationBarRegion.MonitoringRegion.order

**Default Value:** DashboardView,MyAgentsView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified by the section names in the option 'workspace.web-content'):

DashboardView,MyAgentsView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the order (left to right, top to bottom) in which the views are displayed in the Monitoring Region. If this option is not configured, then the default ordering is used. If you do not specify all the

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options, then the default setting is used for any item not specified.

## views.NavigationBarRegion.order

**Default Value:** ConnectRegion,MonitoringRegion

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom subregion specified in a section): Connect, Monitoring.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Navigation Bar Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.SideBarRegion.order

**Default Value:** TeamCommunicatorView,NotificationsView,VoiceMailView,PerformanceTrackerView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): TeamCommunicatorView,NotificationsView,VoiceMailView,PerformanceTrackerView

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the order (top to bottom) in which the views are displayed in the SideBar Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## views.WorkbinInteractionDetailsRegion.activate-order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies in precedence order the view selected by default in the Workbin Interaction Details Region (Default view is the first configured view, if visible; else it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used except where an item order is specified.

## views.WorkbinInteractionDetailsRegion.order

**Default Value:** InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView,...

**Changes Take Effect:** After the next platform configuration refresh interval.

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**Introduced:** 9.0.000.31

**Modified:** 9.0.000.68

Specifies the order (left to right, top to bottom) in which the views are displayed in the Workbin Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

## voice.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a voice interaction is automatically answered when a EventRinging message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.auto-answer.is-enabled-on-already-in-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [voice.auto-answer](#)

Specifies whether a voice interaction is automatically answered if there is other active call(s) (used only with [voice.auto-answer](#) set to true). This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.caller-id.key-name

**Default Value:** IW\_SelectedCallerId

**Valid Values:** An attached data key name (string)

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.65

Specifies the key name of the attached data that contains the selected caller id information.

## voice.cancel-after-call-work-on-business-call

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies if the voice channel should be canceled its After Call Work status when the agents switches from After Call Work to Ready or Not Ready during a business call. This option is specific to SIP Server

environment.

## voice.cancel-after-call-work-on-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [backwds-compat-acw-behavior](#)

Specifies if the voice channel should be forced to its former status when the agent marks the voice interaction as **Done** while the voice channel is in After Call Work status. In environments where emulated agents are used, this option is dependent on the value set for [backwds-compat-acw-behavior](#).

## voice.clear-conference-on-release

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the conference call is cleared (all the parties in the conference are released) when the last agent leaves the conference.

## voice.consultation.merge-attached-data-to-main

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether any attached data specific to the consultation (for example those defined in a corporate favorite) is merged to the main interaction.

## voice.detail-region.default-display-mode

**Default Value:** Medium

**Valid Values:** Specify a value from the following list: Medium, Large, Collapsed.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.65

Specifies the default display mode for the Details view in the interaction view: Medium for 200px, Large for 400px and Collapsed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## voice.dial-plan-can-set-intercommunication-options

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.76

Specifies whether dial plan rules are extended to configure routing points, caller id business attributes, and anonymous caller id configurations specific to the dialed number.

## voice.dial-plan-rule-<rule-name>

**Default Value:** No default value

**Valid Values:** A rule in the format: pattern => digit translation[;parameters...]#comment

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.61

**Related Options:** `privilege.voice.make-call.can-use-caller-id`, `privilege.voice.single-step-conference.can-use-caller-id`, `privilege.voice.consultation.can-use-caller-id`, `privilege.voice.single-step-transfer.can-use-caller-id`

Specifies the rules that are used to transform destination numbers into the requested format before being dialed. It can also be used to override intercommunication Routing Points, caller id Business Attributes, and the enabling of the anonymous caller id. To use this option, replace <rule-name> template with the name of the rule.

The following parameters are supported:

- **intercommunication:** The rule overrides the intercommunication feature. Use this parameter to use a specific routing point for a target number or pattern. The following values are supported:
  - none: Intercommunication is not used.
  - <Routing Point Name>=: the rule overrides the `intercommunication.voice.routing-points` option. For example: `intercommunication=RP_France_External@SIP_FR`
- **callerid:** The rule overrides the Caller ID feature. The following values are supported:
  - none: No caller ID is used.
  - <CallerId Business Attribute Name>: The rule overrides the `intercommunication.voice.make-call-caller-id-business-attribute` option.
- **anonymous:** Specifies how the rule interacts with the `intercommunication.voice.make-call-caller-id-enable-anonymous` option. The value set for this parameter specifies whether the anonymous feature is enabled on makecall with caller id when the target of the call matches the rule pattern. The following values are supported:
  - true: the rule overrides what is specified by the `intercommunication.voice.make-call-caller-id-enable-anonymous` option.
  - false: the value of the `intercommunication.voice.make-call-caller-id-enable-anonymous` option controls the behavior.
- **emergency:** The rule disables the intercommunication and CallerID features.

To add a comment to the rule, use the # character followed by a string. The comment string is useful



for describing the rule. Refer the [Configuration Guide](#) for details on how to use this option.

## voice.dial-plan.types-enabled

**Default Value:** Contact, TypeDestination  
**Valid Values:** A comma-separated list of target types  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.76

Specifies the list of targets to which the dial plan is applied. Valid targets include Agent, RoutingPoint, Contact, and TypeDestination objects.

## voice.dialing-bell

**Default Value:** No default value  
**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.31  
**Modified:** 9.0.000.88

Specifies the voice channel dialing sound-configuration string. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## voice.disaster-recovery.timeout

**Default Value:** 0  
**Valid Values:** An integer value greater than 0 to specify the timeout, 0 to disable Voice Disaster Recovery.  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.80

Specifies the duration, in seconds, for which Workspace waits for the Voice Channel to be back in service before triggering the Disaster Recovery process during an active session.

## voice.display-name.key-name

**Default Value:** No default value

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**Valid Values:** Any valid attached data key name.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.93

**Modified:** 9.0.000.94

Specifies the attached data key name of inbound voice interactions that contains the 'From' information of the inbound call, if the interaction does not have a contact set or the contact does not have a firstname or lastname property set. This information is displayed in the Interaction notification title and in the Recents list of Team Communicator. This option can be overridden by a routing strategy as described in Configuration Guide.

## voice.enable-agent-reservation

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.90

Specifies whether Workspace should prevent an agent from manually setting the voice channel to Not Ready, Do Not Disturb, After Call Work, or Logged Off status, or from exiting the application if the agent has been marked as Reserved by the Router or any other server that can reserve an Agent for call distribution.

## voice.enable-dtmf-tone

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether a tone is played when an agent clicks a DTMF key.

## voice.floating-interaction-mode.auto-collapse

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether new floating voice interactions are displayed collapsed automatically.

## voice.hold-active-call-on-make-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether the active call is turned to hold before placing an independent call. When disabled, the make call operation isn't available when there is a call on hold.

## voice.hold-indicator-timer

**Default Value:** 30,60

**Valid Values:** A comma-separated list value: warning time, maximum time

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies two alarm thresholds, in seconds, that warn agents that a voice call is on hold for a long time. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

## voice.mark-done-on-release

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies if an interaction should be closed automatically if a Release message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.notification.on-party-update.blink-interaction

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether interactions that do not have the focus blink when the status of a participant changes.

## voice.notification.on-party-update.enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether the agent is notified when a participant leaves or joins an interaction they are handling. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.notification.on-party-update.tooltip-history-ttl

**Default Value:** 2000

**Valid Values:** From 0 to MAXINT.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies the duration in microseconds that the participant status notification is displayed.

## voice.prompt-for-end

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies whether Workspace displays a confirmation message when the agent clicks End. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.reject.counter-key-name

**Default Value:** No default value

**Valid Values:** A valid key name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the key that is used to populate a counter in attached data when a call is rejected. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

## voice.restore-state-on-back-in-service.is-enabled

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

If voice channel goes Out of Service, this option specifies whether Workspace should attempt to automatically set the voice channel back to its previous state when it is back in service.

## voice.restore-state-on-back-in-service.time

**Default Value:** 3

**Valid Values:** An integer from 0 through 10.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

**Related Options:** [voice.restore-state-on-back-in-service.is-enabled](#)

If voice channel goes Out of Service and the value of the `voice.restore-state-on-back-in-service.is-enabled` option is true, this option specifies the amount of time, in seconds, to set channel back to its previous state when it is back in service.

## voice.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

**Modified:** 9.0.000.88

Specifies the path of the sound file Workspace plays when a voice interaction is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## voice.sip-preview.ringing-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.72

**Modified:** 9.0.000.88

Specifies the path of the sound file that is played when the SIP Preview is ringing. For example: 'BELL|7|0|100'. The value has four components that are separated by the pipe ('|') character.

1. The sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file).
2. A priority: the higher the integer, the higher the priority.
3. The duration, which can have the following values:
  - -1: play and repeat the sound until an explicit message, such as event established, causes it to stop,
  - 0: play the whole sound once,
  - an integer greater than 0: the length of time, in milliseconds, to play and repeat the sound.
4. The volume from 0 to 100 (100 is the default).

## voice.use-caller-id-display-name

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

**Related Options:** [intercommunication.voice.make-call-caller-id-business-attribute](#)

Specifies that the Caller Id Display Name is to be used when caller id is used. This feature requires that the value of the SIP Server TServer/use-display-name option be set to true. The Caller Id Display Name should be the display name of the caller ID in business attribute value specified by the [intercommunication.voice.make-call-caller-id-business-attribute](#) option.

## voice.user-data.send-only-updated-data-on-complete

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.72

Specifies whether only the updated user data is sent for reporting purposes when a call is completed. Otherwise, all the user data is sent when a call is completed.

## voicemail.access-number

**Default Value:** No default value

**Valid Values:** Any Valid DN

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the number to call to access your voicemail system.

## voicemail.notification-types

**Default Value:** personal, public

**Valid Values:** Comma-separated list of action names from the following list: personal, public

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the types of voicemail boxes included in the count of unread voicemail messages in the Main Window. personal refers to the voicemail box that is identified as the personal voicemail box of the agent; public refers to the group voicemail boxes to which the agent has access.

## voicemail.request-timeout

**Default Value:** 1

**Valid Values:** An integer

**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the time, in seconds, to wait for voicemail messages from Feature Server. If no voicemail messages are received during this timeout, a request is sent to Feature Server to get them.

## voicemail.voicemail-service.request-interval

**Default Value:** 60  
**Valid Values:** An integer between 30 and 300  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.000.85

Specifies the frequency, in seconds, with which to query the voicemail service for voicemail MWI.

## webrtc.service-urn

**Default Value:** No default value  
**Valid Values:** A valid URN.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the URN that should be based on the following pattern: WEBRTC\_GATEWAY\_SERVER:WEBRTC\_GATEWAY\_PORT?sip-proxy-address=SIP\_PROXY\_SERVER:SIP\_PROXY\_PORT. Replace WEBRTC\_GATEWAY\_SERVER with the hostname where the WebRTC Gateway is deployed, and PORT with the HTTPS port of the WebRTC Gateway. Also, replace SIP\_PROXY\_SERVER and SIP\_PROXY\_PORT (optional) with the connectivity parameters of the SIP Proxy that need to be contacted by the WebRTC Gateway to register this DN.

## workbin.bulk-operation.nb-interactions-perf-impact

**Default Value:** 10  
**Valid Values:** A integer value greater than or equal to 1  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.65

Specifies the number of interactions before which a bulk operation will impact performance.

## workbin.email.draft

**Default Value:** No default value  
**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.  
**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the name of the workbin to be used to store draft email.

## workbin.email.draft.displayed-columns

**Default Value:** To,Subject,Submitted

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: To,Subject,Submitted

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the workbin that stores draft email interactions.

## workbin.email.in-progress

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin that is to be used to store inbound email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

## workbin.email.in-progress.displayed-columns

**Default Value:** From,Subject,Received

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound email for later processing.

## workbin.email.review

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin that is to be used to store QA reviews for later processing, after a reviewer explicitly saved the email.

## workbin.email.review.displayed-columns

**Default Value:** To,Subject,Submitted

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: To,Subject,Submitted

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**Changes Take Effect:** After the next platform configuration refresh interval.  
**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the workbin that stores QA reviews.

## workbin.quick-search-attributes

**Default Value:** No default value

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: AssignedTo,FromAddress

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** `workbin.<media-type>.<workbin-nickname>.quick-search-attributes`

Specifies the list of interaction properties that are used to build the Quick Search query against Interaction Server when the agent makes a quick search in a workbin for which `workbin.<media-type>.<workbin-nickname>.quick-search-attributes` is not defined.

## workbin.<media-type>.<workbin-nickname>

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

## workbin.<media-type>.<workbin-nickname>.displayed-columns

**Default Value:** From,To,Subject,Received

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the list of interaction fields displayed as columns in the specified workbin.

## workbin.<media-type>.<workbin-nickname>.quick-search-attributes

**Default Value:** No default value

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: AssignedTo,FromAddress

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.39

**Related Options:** [workbin.quick-search-attributes](#)

Specifies the list of interaction properties that are used to build the Quick Search query against Interaction Server when the agent makes a quick search in the specified workbin. Default value of this option is the value of [workbin.quick-search-attributes](#) if defined.

## workbin.<media-type>.in-progress

**Default Value:** No default value

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

Specifies the name of the workbin to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

## workspace-toolkit.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.61

Specifies whether Workspace Toolkit use is authorized or not. This option must be set in the WS\_Cluster application.

## workspace.web-content

**Default Value:** No default value

**Valid Values:** A comma-separated value list of option section names that correspond to the extension views, for example: Extension1, Extension2, etc...

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.31

The list of Web Applications that are configured to be displayed at the Workspace level. Refer to the [Procedure: Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer.

## workspace.web-content.url-encoding-defense-enabled

**Default Value:** INTERNAL

**Valid Values:** A comma-separated list of one or more modes and the optional FORCE modifier in this format: <mode>[|FORCE]. Valid modes: INTERNAL, BACKGROUND, HIDDEN, EXTERNAL.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.94

Specifies the list of modes on which the url encoding defense is applied. If the '<mode>' is not set,

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the url is unmodified (not encoded). If the '<mode>' is set but no hexadecimal character (%XX, where X is a hexa) is found in the url, the url is encoded. If the '<mode>|FORCE' is set, the url is always encoded.

# workspace-service Section

- `attachment.max-file-upload-size`
- `attachment.<media-type>.restrict-to-file-types`
- `attachment.restrict-to-file-types`
- `chat.message.max-length`
- `file-type.extension-definition.jpg`
- `openmedia.chat-history-channels`

## Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Web Services and Applications 9.0.0 Configuration Guide](#) and the [Email configuration article](#).

## attachment.max-file-upload-size

**Default Value:** 8

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.39

**Related Options:** [email.max-attachment-size](#)

Specifies the maximum size (in MB) of one file that agents can attach to an interaction. The value 0 means that attaching is not allowed. The maximum allowed attachment size is 50 MB. This option cannot be overridden and must be set in the WS\_Cluster application.

## attachment.restrict-to-file-types

**Default Value:** jpg,png,gif,pdf,doc,docx,ppt,pptx,xls,xlsx,txt,json

**Valid Values:** A comma-separated list of file extensions that represent file types that are allowed.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.31

Specifies the list of file extensions that represent file types that are allowed to be used as attachments. The request is rejected if extension of file is not part of restricted types. This option cannot be overridden and must be set in the WS\_Cluster application.

## attachment.<media-type>.restrict-to-file-types

**Default Value:** jpg,png,gif,pdf,doc,docx,ppt,pptx,xls,xlsx,txt,json

**Valid Values:** A comma-separated list of file extensions that represent file types that are allowed.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.39

Specifies the list of file extensions that represent file types that are allowed to be used as attachments for a specific media. The request is rejected if extension of file is not part of restricted types. This option cannot be overridden and must be set in the WS\_Cluster application.

## chat.message.max-length

**Default Value:** 64000

**Valid Values:** A positive integer

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.88

Specifies the maximum number of characters in the chat message. This option cannot be overridden and must be set in the WS\_Cluster application.

## file-type.extension-definition.jpg

**Default Value:**

**Valid Values:** jpg,jpeg

**Changes Take Effect:** Immediately

**Related Options:** [attachment.restrict-to-file-types](#)

Specifies the allowed JPG file extensions for the **attachment.restrict-to-file-types** option. This option cannot be overridden and must be set in the WS\_Cluster application.

## openmedia.chat-history-channels

**Default Value:** No default value

**Valid Values:** A comma-separated list of valid Media Types.

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the list of Open Media channels for which the transcript is to be handled as a chat interactions, such as Facebook public and Twitter public, and displayed in the interaction details pane of the History views.

# crm-adapter Section

- click-to-dial.preprocessing-rules
- salesforce.activity-log.enabled-call-types
- salesforce.activity-log.enabled-chat-types
- salesforce.activity-log.enabled-openmedia-types
- salesforce.activity-log.field-mapping
- salesforce.activity-log.mode
- salesforce.activity-log.on-screenpop
- salesforce.activity-log.status
- salesforce.activity-log.ui-association
- salesforce.block-adapter-multitab
- salesforce.chat.include-transcript-in-desc
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- salesforce.email.include-body-in-desc
- salesforce.enable-click-to-dial
- salesforce.enable-in-focus-page-transfer
- salesforce.keep-session-alive
- salesforce.message-
- channel.name
- salesforce.new-record.field-mapping
- salesforce.notifications
- salesforce.run-apex.class
- salesforce.run-apex.events
- salesforce.run-apex.userdata-key-list
- salesforce.user-data.object-id-key
- salesforce.user-data.object-name-key
- salesforce.user-data.object-type-key
- screenpop.chat.on-invite
- screenpop.email.on-create
- screenpop.email.on-invite
- screenpop.enable-for-consult
- screenpop.enable-for-internal-calls
- screenpop.for-outbound
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- screenpop.include-ani-in-search
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- screenpop.object-api-name
- screenpop.object-type
- screenpop.object-type-flow
- screenpop.object-type-list
- screenpop.object-type-new-record
- screenpop.object-type-object-home
- screenpop.object-type-search
- screenpop.object-type-url
- screenpop.on-ringing
- screenpop.openmedia.on-invite
- screenpop.preprocessing-rule
- screenpop.save-new-record-criterion
- screenpop.search-key-regex
- screenpop.transfer-object-key
- templates.salesforce.chat.subject
- templates.salesforce.email.subject
- templates.salesforce.inbound-voice.subject
- templates.salesforce.internal-voice.subject
- templates.salesforce.openmedia.subject
- templates.salesforce.outbound-voice.subject
- templates.salesforce.transfer-voice.subject
- templates.salesforce.<interaction type>.subject

## Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Web Services and Applications 9.0.0 Configuration Guide](#) and the [Gplus Adapter configuration information](#).

## click-to-dial.preprocessing-rules

**Default Value:** default

**Valid Values:** default, none, or a comma-separated list of pre-processing rule section names

**Changes Take Effect:** When the session is started or restarted.

Specifies the pre-processing rules to apply to the phone number before making a dial request. If the option is not defined, the default rule is applied. The possible values are:

- `default` — applies the default rules:
  - If the phone number is 10 digits, add +1.
  - If the phone number is 11 digits, add +.
  - If the phone is greater than 11 digits and doesn't start with 011, add 011.
- `none` — turns off pre-processing.
- `<pre-processing-rule-section-name(s)>` — name of the pre-processing rule section(s). Within a rule section, you **must** set the following key/value pairs:
  - `expression` — A regex that defines the condition to be matched.
  - `prefix` — The prefix to be added to the phone number if the expression is matched.
  - `description` — A short description of the rule.

Here's how the default rules are configured:

```
[crm-adapter]
click-to-dial.preprocessing-rules: preprocessing-rule-10-digit-US-numbers,
preprocessing-rule-11-digit-US-numbers, preprocessing-rule-international-numbers

[preprocessing-rule-10-digit-US-numbers]
expression: ^[0-9]{10}$
prefix: +1
description: "If it is 10 digits add +1"

[preprocessing-rule-11-digit-US-numbers]
expression: ^[0-9]{11}$
prefix: +
description: "If it is 11 digits, add +"

[preprocessing-rule-international-numbers]
expression: ^(?:011)[0-9]{8,}$
```

prefix: 011

description: "If it is greater than 11 digits and doesn't start with 011, add 011"

**Note:** Adapter runs each rule in sequence until it finds a match and adds the prefix. No further rules are executed.

## salesforce.activity-log.enabled-call-types

**Default Value:** Inbound, Outbound, Internal, Consult

**Valid Values:** A comma-separated list of call types (Inbound, Outbound, Internal, Consult) or an empty value to disable all.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the call types Adapter should create activity history entries for in Salesforce.

## salesforce.activity-log.enabled-chat-types

**Default Value:** Inbound

**Valid Values:** A comma-separated list of chat types (Inbound, Consult) or an empty value to disable all.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the chat or SMS types Adapter should create activity history entries for in Salesforce. For SMS, the Activity task is created only for an unassigned contact in the Workspace Agent Desktop Communication tab.

## salesforce.activity-log.enabled-openmedia-types

**Default Value:** Inbound

**Valid Values:** Open media (workitem) types (Inbound) or leave empty to disable all activity creation.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the open media (workitem) types Adapter should create activity history entries for in Salesforce.

## salesforce.activity-log.field-mapping

**Default Value:** No default value

**Valid Values:** The name of a configuration section that contains the mapping.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the name of the configuration section where the mapping is defined. In that section, each key must correspond to a UserData key Adapter should look for and each value must correspond to the name of the custom activity field in Salesforce. If this option is not defined or has a blank value,

---



no custom values are added when Adapter creates the activity history. Also, if a given key is not present in the UserData or does not have a value, Adapter doesn't include it in the activity creation request.

Here's an example of how to configure the mapping:

```
[crm-adapter]
salesforce.activity-log.field-mapping=my-field-mappings

[custom-field-mappings]
firstName=first_name__c
lastName=last_name__c
```

## salesforce.activity-log.mode

**Default Value:** search\_query

**Valid Values:** search\_query, open\_page

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.55

Specifies the Salesforce criterion to associate the Activity Log Task with when the interaction is completed.

- search\_query (Salesforce Search): Gplus Adapter associates the Activity Log Task based on the Salesforce search result.
- open\_page (Salesforce Open Record): Gplus associates the Activity Log Task with the active record that is open in Salesforce when the interaction is completed.

## salesforce.activity-log.on-screenpop

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter creates the activity in Salesforce on screen pop and modifies logged activity when interaction is marked done. Activity on screen pop is created for inbound, outbound, and internal calls. Depends on **screenpop.enable-for-internal-calls** being set to true and the value of **salesforce.activity-log.enabled-call-types** containing Inbound and Internal.

## salesforce.activity-log.status

**Default Value:** Completed

**Valid Values:** Any string representing a status. Cannot contain the following character: &

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the custom task status to be applied when an activity log is created by Adapter. You should first [create the status](#) in the Salesforce **Task Status Picklist**; if you do not, an activity log is created

with the custom status but the status is inactive and will not be displayed in the list of available task statuses.

## salesforce.activity-log.ui-association

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.55

Specifies whether Gplus Adapter displays the Activity Log Task Object Association table into the Gplus Adapter UI for Salesforce Lightning when the interaction is completed. Gplus Adapter stores opened Salesforce records in the Activity Log Task Object Association table. To associate an Activity Task, agents can select a record in the Gplus Adapter UI before the interaction is completed. Contact Genesys to enable this feature.

## salesforce.block-adapter-multitab

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted

Specifies that Gplus Adapter cannot work in more than one browser tab.

## salesforce.chat.include-transcript-in-desc

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter saves the chat transcript as part of the activity description in Salesforce.

## salesforce.chat.transcript-custom-field-name

**Default Value:** No default value

**Valid Values:** Name of a custom field in Salesforce.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the name of a **custom activity field in Salesforce**. If set, Adapter saves the chat transcript to this field in Salesforce. **Note:** Salesforce Lightning Experience supports only 255 characters for Text fields. If you configure the Text fields to store the chat transcripts and set the length of characters as 255, only the first 255 characters of the chat transcript will be saved in the Activity History and the remaining transcript will be truncated. However, you can still view the **Details** and **Case Data** of the chat interaction in the **My History** tab in Agent Desktop. Whereas, if you configure the Text field's character length with a value less than 255, then the chat transcript will be truncated at that number

of characters in the Activity History.

## salesforce.debug-notifications

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether Gplus Adapter displays all notifications (positive and negative).

## salesforce.email.include-body-in-desc

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

When set to true, includes the text version of the email body in the **Email Content** field in the **Comments** block in Salesforce Activity History. The email body is saved only for inbound emails and outbound replies.

## salesforce.enable-click-to-dial

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

If this option is set to true, Gplus Adapter enables Salesforce click-to-dial, or, if set to false, Gplus Adapter does not accept click-to-dial requests, regardless of whether or not click-to-dial is enabled in Salesforce.

## salesforce.enable-in-focus-page-transfer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether to update the call data with the ID of the object the agent is looking at in Salesforce when performing a voice or chat conference or transfer. If set to true, the agent receiving the voice or chat conference or transfer gets a screen pop for the most relevant object.

## salesforce.keep-session-alive

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether to prevent Adapter from logging out of Salesforce when there is no activity in Salesforce beyond a configurable time period. If set to true, Adapter refreshes the Salesforce session at short intervals and keeps Adapter-Salesforce session alive.

## salesforce.message-channel.name

**Default Value:**

**Valid Values:** A string that contains the name of a message channel in Salesforce in the following format: NameSpacePrefix\_ChannelName\_\_c or ChannelName\_\_c.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.57

Specifies the name of a message channel in Salesforce for the Service Client API.

## salesforce.new-record.field-mapping

**Default Value:**

**Valid Values:** The name of a configuration section that contains the mapping of a new record custom field mapping.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.57

**Related Options:** screenpop.save-new-record-criterion, screenpop.object-api-name

Specifies the name of the configuration section where the mapping is defined. In the section, each key must correspond to an interaction UserData key and each value must correspond to the name of the Salesforce standard or custom object field.

Here is a sample UserData key:

```
[crm-adapter]
salesforce.new-record.field-mapping=new-record-mappings
[new-record-mappings]
firstName=first_name__c
lastName=last_name__c
```

## salesforce.notifications

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether Gplus Adapter displays notifications (positive only).

---

## salesforce.run-apex.class

**Default Value:** No default value

**Valid Values:** Apex Class Name

**Changes Take Effect:**

**Dependencies:** salesforce.run-apex.events

**Introduced:** 9.0.000.51

Specifies the name of the Salesforce Apex Class that is to be executed based on the events specified by the salesforce.run-apex.events option.

## salesforce.run-apex.events

**Default Value:** No default value

**Valid Values:** RINGING, DIALING, ESTABLISHED, RELEASED, INVITED, ACCEPTED, CREATED, REMOVED

**Changes Take Effect:**

**Dependencies:** salesforce.run-apex.class

**Introduced:** 9.0.000.51

**Modified:** 9.0.000.94

Specifies the list of one or more Genesys interaction events that trigger Salesforce Apex Code specified by the salesforce.run-apex.class option to run.

## salesforce.run-apex.userdata-key-list

**Default Value:**

**Valid Values:** Comma-separated list of fields in userData that will be delivered to Salesforce Apex parameter eventData.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.63

Specifies a comma-separated list of the userData key names to be delivered to Salesforce Apex. For example: userDataKeyName1, userDataKeyName2, userDataKeyName3.

## salesforce.user-data.object-id-key

**Default Value:** No default value

**Valid Values:** A valid user key name to store the Salesforce object id. For example: sf\_object\_key

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the key Adapter uses when saving the ID of the focused Salesforce object to attached data.

## salesforce.user-data.object-name-key

**Default Value:** No default value

**Valid Values:** A valid user key name to store the Salesforce object name. For example:

sf\_object\_name

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the key Adapter uses when saving the name of the focused Salesforce object to attached data.

## salesforce.user-data.object-type-key

**Default Value:** No default value

**Valid Values:** A valid user key name to store the Salesforce object type name. For example:

sf\_object\_type

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the key Adapter uses when saving the type of the focused Salesforce object to attached data.

## screenpop.chat.on-invite

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter initiates a screen pop in Salesforce immediately after displaying the chat or SMS invite notification. If the option is not set or false, Adapter initiates a screen pop only when the agent accepts the chat or SMS invite. For SMS, the screen pop appears only for an unassigned contact, and if the contact is already assigned to the agent in the Workspace Agent Desktop **Communication** tab, no screen-pop is displayed.

## screenpop.email.on-create

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:**

**Introduced:** 9.0.000.54

Specifies whether Adapter initiates a screen pop in Salesforce immediately after creating an email. If the option value is not set or is set to false, Adapter does not initiate a screen pop when a new outgoing or reply email is created.

## screenpop.email.on-invite

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter initiates a screen pop in Salesforce immediately after displaying the email invite notification. If the option is not set or false, Adapter initiates a screen pop only when the agent accepts the email invite.

## screenpop.enable-for-consult

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter initiates screen pops for consultation calls regardless of `screenpop.enable-for-internal-calls` option configuration.

## screenpop.enable-for-internal-calls

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter initiates screen pops for internal calls.

## screenpop.for-outbound

**Default Value:**

**Valid Values:** established, dialing

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.xx

**Related Options:** `screenpop.id-key-regex`, `screenpop.include-ani-in-search`, `screenpop.search-key-regex`, `screenpop.save-new-record-criterion`

Specifies whether Gplus Adapter initiates screen pops in Salesforce for outbound calls.

- If no value is specified, Gplus Adapter does not screen pop for outbound calls.
- Established: Gplus Adapter initiates a screen pop when the call is established.
- Dialing: Gplus Adapter initiates a screen pop on dialing.

## screenpop.id-key-regex

**Default Value:** No default value

**Valid Values:** A regular expression that matches a UserData key.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies a regular expression pattern used to match a UserData key. This key's value should contain the ID of an object to screen pop in Salesforce. As with the existing screen pop behavior using the "id\_" prefix, if multiple matching keys are present, Adapter only uses the first one. If this option isn't defined, Adapter uses the existing "id\_" prefix logic.

## screenpop.include-ani-in-search

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether the ANI is used in the screen pop search.

## screenpop.include-dnis-in-search

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether the pre-processed DNIS is used in the screen pop search.

## screenpop.object-api-name

**Default Value:**

**Valid Values:** The name of a Salesforce custom object API

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.000.57

**Related Options:** screenpop.save-new-record-criterion, salesforce.new-record.field-mapping

Specifies the Salesforce custom object API name. To find the API name, go to Salesforce Setup - Object Manager - Custom Object - Details - API Name.

## screenpop.object-type

**Default Value:** SUBJECT

**Valid Values:** SUBJECT, FLOW, URL, OBJECTHOME, LIST, SEARCH, NEW\_RECORD\_MODAL

**Changes Take Effect:** Immediately

**Introduced:** 9.0.0

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**Related Options:** screenpop.object-type-flow, screenpop.object-type-url, screenpop.object-type-object-home, screenpop.object-type-list, screenpop.object-type-search, screenpop.object-type-new-record

Specifies object type to screen pop in Salesforce. The following options enable you to configure the supported object types:

- **screenpop.object-type-flow**
- **screenpop.object-type-url**
- **screenpop.object-type-object-home**
- **screenpop.object-type-list**
- **screenpop.object-type-search**
- **screenpop.object-type-new-record**

## screenpop.object-type-flow

**Default Value:** No default value

**Valid Values:** A string that contains the name of the custom section that you have defined to contain the Flow to be executed during the ringing or established phase.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.0

**Related Options:** screenpop.object-type

Specifies the section name where the **flowDevName** and **flowArgs** options are configured. Options must contain a valid flow name and flow arguments in JSON format. Values may also be user data keys in the following format: '\$key\_name\$'.

- **Example 1:**

- Section name: custom.section.flow
- Key: flowDevName
- Value: 'Test\_flow'
- Key: flowArgs
- Value: '[{"name": "text", "type": "String", "value": "Test"}, {"name": "number", "type": "Number", "value": 5}]'

- **Example 2:**

- Section name: custom.section.flow
- Key: flowDevName
- Value: '\$attach\_data\_flow\_name\$'  
where attach\_data\_flow\_name is the name of the user data attribute containing the name of the Flow.
- Key: flowArgs
- Value: '\$attach\_data\_flow\_param\$'  
where attach\_data\_flow\_param is the name of the user data attribute containing the Flow

---

parameters.

## screenpop.object-type-list

**Default Value:** No default value

**Valid Values:** A string that contains the name of the custom section that you have defined to contain the object list.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.0

**Related Options:** screenpop.object-type

Specifies the section name where the 'scope' and 'listViewId' options are configured. These options must contain a valid object name like 'Contact' and a List ID like '00B3m000008e3AwEAI', or user data keys in the following format: '\$key\_name\$'.

- **Example 1:**

- Section name: custom.section.list
- key: listViewId
- value: 00B3m000008e3AwEAI
- key: scope
- value: "Contact"

- **Example 2:**

- Section name: custom.section.list
- key: listViewId
- value: '\$attach\_data\_list\_id\$'  
where attach\_data\_key is the name of the user data attribute containing the valid ID of a list.
- key: scope
- value: '\$attach\_data\_list\_scope\$'  
where attach\_data\_list\_scope is the name of the user data attribute containing the valid object name of a list item.

## screenpop.object-type-new-record

**Default Value:** No default value

**Valid Values:** A string that contains the name of the custom section that you have defined to contain the new object type record name.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.0

**Related Options:** screenpop.object-type

Specifies the section name where the 'entityName' option is configured. This option must contain a valid object name like 'Account', 'Case', 'Contact', 'Lead' or a user data key in the following format: '\$key\_name\$'.

**• Example 1:**

- Section name: custom.section.newrecord
- Key: entityName
- Value: "Contact"

**• Example 2:**

- Section name: custom.section.newrecord
- Key: entityName
- Value: '\$attach\_data\_entityname\$'  
where attach\_data\_entityname is the name of the user data attribute containing the valid object name.

## screenpop.object-type-object-home

**Default Value:** No default value

**Valid Values:** A string that contains the name of the custom section you have defined to contain the Object Home.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.0

**Related Options:** screenpop.object-type

Specifies section name where the 'scope' option is configured. The 'scope' option must contain a valid object name like 'Contact' or user data key in the following format: '\$key\_name\$'.

**• Example 1:**

- Section name: custom.section.objecthome
- key: scope
- value: "Contact"

**• Example 2:**

- Section name: custom.section.objecthome
- key: scope
- value: '\$attach\_data\_key\$'  
where attach\_data\_key is the name of the user data attribute containing the valid object name.

## screenpop.object-type-search

**Default Value:** No default value

**Valid Values:** A string that contains the name of the custom section that you have defined to contain the default search string. The search string must be at least 3 characters.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.0

**Related Options:** screenpop.object-type

---

Specifies the section name where the 'searchString' option is configured. This option must contain a valid string at least 3 characters in length or a user data key in the following format: '\$key\_name\$'.

- **Example 1:**

- Section name: custom.section.search
- Key: searchString
- Value: "abc"

- **Example 2:**

- Section name: custom.section.search
- Key: searchString
- Value: '\$attach\_data\_search\$'  
where attach\_data\_search is the name of the user data attribute containing a valid string of at least 3 characters.

## screenpop.object-type-url

**Default Value:** No default value

**Valid Values:** A string that contains the name of the custom section you have defined to contain the URL.

**Changes Take Effect:** After the next platform configuration refresh interval.

Specifies the URL section name for the screen pop object type. The custom section must contain the key "url". This key must contain a valid URL or an '\$attach\_data\_key\$' name.

- **Example 1:**

- Section name: custom.section.url
- key: url
- value: "https://www.genesys.com"

- **Example 2:**

- Section name: custom.section.url
- key: url
- value: '\$attach\_data\_key\$'  
where attach\_data\_key is the name of the user data attribute containing the URL address of the website to pop.

## screenpop.on-ringing

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter initiates a screen pop in Salesforce when the call is ringing. If not set or if set to `false`, Adapter initiates a screen pop when the call is established.

## screenpop.openmedia.on-invite

**Default Value:** `false`

**Valid Values:** `true`, `false`

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies whether Adapter initiates a screen pop in Salesforce immediately after displaying the open media invite notification. If the option is not set or `false`, Adapter initiates a screen pop only when the agent accepts the open media invite. This option supports the open media items configured in the `openmedia.workitem-channels` option.

## screenpop.preprocessing-rule

**Default Value:** `default`

**Valid Values:** `default`, `none`, or a pre-processing rule section name.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the pre-processing rule to apply to the Automatic Number Identification (ANI) before showing the screen pop. If the option is not defined, the default rule is applied. The possible values are:

- `default` — applies the default rule, which removes `+1` from the beginning of the ANI.
- `none` — turns off pre-processing.
- `<pre-processing-rule-section-name>` — name of the pre-processing rule section. Within this rule section, you **must** set the following key/value pairs:
  - `expression` — A regex that defines the condition to be matched.
  - `replacement` — The string to replace the matched substring. If you set this value to empty, this removes the matched section.
  - `description` — A short description of the rule.

Here's how the default rule would be configured:

```
[crm-adapter]
screenpop.preprocessing-rule: preprocessing-rule-remove-prefix

[preprocessing-rule-remove-prefix]
expression: ^\\+1
replacement:
description: "Remove +1 from the beginning of the number"
```

## screenpop.save-new-record-criterion

**Default Value:****Valid Values:** no\_matching\_record, always**Changes Take Effect:** When the session is started or restarted.**Dependencies:** screenpop.object-api-name, salesforce.new-record.field-mapping**Introduced:** 9.0.000.57

Specifies whether Gplus Adapter creates new Salesforce record on screen pop.

- If left blank, no new Salesforce record is created.
- no\_matching\_record: A new Salesforce record is created if Salesforce search returns no matching record.
- always: A new Salesforce record is created for every screen pop.

## screenpop.search-key-regex

**Default Value:** cti\_**Valid Values:** A regular expression that matches one or more UserData keys.**Changes Take Effect:** When the session is started or restarted.**Introduced:** 9.0.0

Specifies a regular expression pattern used to match one or more UserData keys. The values for these keys are used to build the search and screen pop expression in Salesforce. If this option is not defined, Adapter uses the existing "cti\_" prefix logic.

## screenpop.transfer-object-key

**Default Value:** id\_transfer\_object**Valid Values:** A valid key**Changes Take Effect:** When the session is started or restarted.**Introduced:** 9.0.0

Specifies the custom UserData key Adapter should use for the object ID of the focused page in Salesforce.

## templates.salesforce.chat.subject

**Default Value:** false**Valid Values:** A string with custom template variables wrapped in { and }**Changes Take Effect:** Immediately**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.email.subject

**Default Value:** false

**Valid Values:** A string with custom template variables wrapped in { and }

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.inbound-voice.subject

**Default Value:** false

**Valid Values:** A string with custom template variables wrapped in { and }

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.internal-voice.subject

**Default Value:** false

**Valid Values:** A string with custom template variables wrapped in { and }

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.openmedia.subject

**Default Value:** false

**Valid Values:** A string with custom template variables wrapped in { and }

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.outbound-voice.subject

**Default Value:** false

**Valid Values:** A string with custom template variables wrapped in { and }

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.transfer-voice.subject

**Default Value:** false

**Valid Values:** A string with custom template variables wrapped in { and }

**Changes Take Effect:** Immediately

**Introduced:** 9.0.000.95

Specifies the custom template the adapter should use when creating the subject field in a Salesforce activity.

## templates.salesforce.<interaction type>.subject

**Default Value:** {interaction.callType} call to {interaction.dnis}

**Valid Values:** A string with custom template variables wrapped in "{" and "}"

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 9.0.0

Specifies the custom template Adapter should use when creating the subject field in a Salesforce activity. You can specify the value for <interaction type> argument in the option name. <interaction type> is either inbound-voice, outbound-voice, transfer-voice, chat, or email. Set the value of this option to a string that contains custom template variables wrapped in "{" and "}". For details, see [Custom templates](#).



---

# routing-point-presence Section

You can specify Genesys Web Services presence **statistics** to be displayed in Team Communicator when transferring, conferencing, or consulting a call through a Routing Point. The statistics enable agents to know the availability of targets on each Routing Point.

- **associated-object-ids**
- **associated-object-type**
- **error-level**
- **object-ids**
- **statistic-name**
- **statistic-text**
- **warning-level**

## Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Web Services and Applications 9.0.0 Configuration Guide](#).

## associated-object-ids

**Default Value:** No default value

**Valid Values:** A comma separated list of DN identifiers that represent Routing Point objects.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

Specifies a comma separated list of object identifiers that represent the objects that store the statistic requested from Genesys Web Services that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the **associated-object-type** option.

If multiple values are specified by the value of the **object-ids** option, this option must contain the same number to associate the first object of **object-ids** with the first object of **associated-object-ids**, the second object of the **object-ids** with the second object of **associated-object-ids** and so on.

This option is applicable only if **associated-object-type** is also set.

## associated-object-type

**Default Value:** No default value

**Valid Values:** A valid Genesys Web Services statistic type.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

Specifies the statistic type (from Genesys Web Services) that is to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in by the **associated-object-ids** option.

## error-level

**Default Value:** No default value

**Valid Values:** A positive integer or a double value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

Specifies the value at which a statistic is considered to be at the error level.

## object-ids

**Default Value:** No default value

**Valid Values:** A comma separated list of DN identifiers that represent Routing Point objects.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

Specifies a comma separated list of DN identifiers that represent Routing Point objects to be displayed in Team Communicator for which this presence metric is applicable.

The object identifier format is: <DN Number>@<Switch Name>.

If this option is not specified in the section, the presence metric applies to all Routing Point objects that don't have an explicit presence metric assigned.

## statistic-name

**Default Value:** AverageWaitingTime

**Valid Values:** A valid "name" value of a Genesys Web Services statistic for a routing point.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

The 'name' value of the Genesys Web Services statistic used to evaluate the presence for Routing Points. Genesys Web Services statistics can be found in the **Statistics\_Definitions.cfg** file in the IP.

## statistic-text

**Default Value:** `$!18n.AverageWaitingTime$`

**Valid Values:** One of these two predefined constants, `$!18n.AverageWaitingTime$` or `$!18n.NumberInteractionsWaiting$`, or, a string containing a valid Windows rules format time or number.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

Specifies the formatting to be used to display the Routing Point presence statistic in Team Communicator. If no valid format is specified, **TimeFormat** is used if a time metric is recognized or **Percentage** if a percentage metric is recognized. If a **Number** metric is recognized or if the metric type is not recognized, then a raw number format is used.

You can specify one of the two predefined constants, `$!18n.AverageWaitingTime$` or `$!18n.NumberInteractionsWaiting$`, or a string containing a valid Windows rules time or number format. For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned". Refer to: [https://msdn.microsoft.com/en-us/library/8kb3ddd4\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx)

The two predefined constants can be used to enable localization:

- `$!18n.AverageWaitingTime$` for "{0:HMM:ss} average waiting time"
- `$!18n.NumberInteractionsWaiting$` for "{0} interaction(s) waiting"

Use the **statistic-text** option to display text beside the presence icon.

## warning-level

**Default Value:** No default value

**Valid Values:** A positive integer or a double value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.67

Specifies the value at which a statistic is considered to be at the warning level.

# queue-presence Section

- `associated-object-ids`
- `associated-object-type`
- `error-level`
- `object-ids`
- `object-ids`
- `statistic-name`
- `statistic-text`
- `warning-level`

## associated-object-ids

**Default Value:** No default value

**Valid Values:** A comma separated list of DN identifiers that represent Queue objects.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies a comma separated list of object identifiers that represent the objects that store the statistic requested from Genesys Web Services that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the **associated-object-type** option.

If multiple values are specified by the value of the **object-ids** option, this option must contain the same number to associate the first object of **object-ids** with the first object of **associated-object-ids**, the second object of the **object-ids** with the second object of **associated-object-ids** and so on.

This option is applicable only if **associated-object-type** is also set.

## associated-object-type

**Default Value:** No default value

**Valid Values:** A valid Genesys Web Services statistic type.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies the statistic type (from Genesys Web Services) that is to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in by the **associated-object-ids** option.

## error-level

**Default Value:** No default value

**Valid Values:** A positive integer or a double value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies the value at which a statistic is considered to be at the error level.

## object-ids

**Default Value:** No default value

**Valid Values:** A comma separated list of DN identifiers that represent Queue objects.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies a comma separated list of DN identifiers that represent Queue objects to be displayed in Team Communicator for which this presence metric is applicable.

The object identifier format is: <DN Number>@<Switch Name>.

If this option is not specified in the section, the presence metric applies to all Queue objects that don't have an explicit presence metric assigned.

## object-ids

**Default Value:** No default value

**Valid Values:** A comma separated list of DN identifiers that represent Queue objects.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies a comma separated list of DN identifiers that represent Queue objects to be displayed in Team Communicator for which this presence metric is applicable.

The object identifier format is: <DN Number>@<Switch Name>.

If this option is not specified in the section, the presence metric applies to all Queue objects that don't have an explicit presence metric assigned.

## statistic-name

**Default Value:** AverageWaitingTime

**Valid Values:** A valid "name" value of a Genesys Web Services statistic for a Queue.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

The 'name' value of the Genesys Web Services statistic used to evaluate the presence for Queues. Genesys Web Services statistics can be found in the **Statistics\_Definitions.cfg** file in the IP.

---

## statistic-text

**Default Value:** `$I18n.AverageWaitingTime$`

**Valid Values:** One of these two predefined constants, `$I18n.AverageWaitingTime$` or `$I18n.NumberInteractionsWaiting$`, or, a string containing a valid Windows rules format time or number.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies the formatting to be used to display the Queue presence statistic in Team Communicator. If no valid format is specified, **TimeFormat** is used if a time metric is recognized or **Percentage** if a percentage metric is recognized. If a **Number** metric is recognized or if the metric type is not recognized, then a raw number format is used.

You can specify one of the two predefined constants, `$I18n.AverageWaitingTime$` or `$I18n.NumberInteractionsWaiting$`, or a string containing a valid Windows rules time or number format. For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned". Refer to: [https://msdn.microsoft.com/en-us/library/8kb3ddd4\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx)

The two predefined constants can be used to enable localization:

- `$I18n.AverageWaitingTime$` for "{0:HMM:ss} average waiting time"
- `$I18n.NumberInteractionsWaiting$` for "{0} interaction(s) waiting"

Use the **statistic-text** option to display text beside the presence icon.

## warning-level

**Default Value:** No default value

**Valid Values:** A positive integer or a double value.

**Changes Take Effect:** After the next platform configuration refresh interval.

**Introduced:** 9.0.000.88

Specifies the value at which a statistic is considered to be at the warning level.

# Web Services and Applications 8

## Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Web Services and Applications 8.5.2 Configuration Guide](#).

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	<a href="#">&lt;media-type&gt;.auto-answer</a>	false	When the session is started or restarted.
interaction-workspace	<a href="#">&lt;media-type&gt;.prompt-for-done</a>	false	When the session is started or restarted.
interaction-workspace	<a href="#">&lt;media-type&gt;.ringing-bell</a>		When the session is started or restarted.
interaction-workspace	<a href="#">accessibility.agent-state-change-bell</a>		When the session is started or restarted.
interaction-workspace	<a href="#">accessibility.dialog-bell</a>		When the session is started or restarted.
interaction-workspace	<a href="#">accessibility.dialog-error-bell</a>		When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	accessibility.focus-on-interaction-toast	false	When the session is started or restarted.
interaction-workspace	accessibility.interaction-state-change-bell		When the session is started or restarted.
interaction-workspace	accessibility.outbound-campaign-state-change-bell		When the session is started or restarted.
interaction-workspace	accessibility.supervision-state-change-bell		When the session is started or restarted.
interaction-workspace	accessibility.visual-impairment-profile	false	When the session is started or restarted.
interaction-workspace	accessibility.voicemail-message-change-bell		When the application is started or restarted
interaction-workspace	accessibility.voicemail-new-message-change-bell	No default value	When the application is started or restarted
interaction-workspace	accessibility.warning-message-bell		When the session is started or restarted.
interaction-workspace	accessibility.<media-type>.focus-on-interaction-toast	false	When the session is started or restarted.
interaction-workspace	agent-status.after-call-work-reasons		When the session is started or restarted.
interaction-workspace	agent-status.enabled-actions-by-channel	Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason	When the session is started or restarted.
interaction-workspace	agent-status.enabled-actions-global	Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason	When the session is started or restarted.
interaction-workspace	agent-status.not-ready-reasons		When the session is started or restarted.
interaction-workspace	agent-status.ready-workmode	unknown	When the session is started or restarted.
interaction-workspace	alert.timeout	10	When the session is started or restarted.
interaction-workspace	application.wiki-help-locale		When the session is started or restarted.
interaction-workspace	application.wiki-help-site	https://docs.genesys.com/	When the session is started or restarted.
interaction-workspace	application.wiki-help-welcome-page		When the session is started or restarted.
interaction-workspace	case-data.float-separator	.	When the session is started or restarted.
interaction-workspace	chat.agent.prompt-color	#385078	When the session is started or restarted.
interaction-workspace	chat.agent.text-color	#385078	When the session is
Section	Option	Default	Changes Take Effect



Section	Option	Default	Changes Take Effect
			started or restarted.
interaction-workspace	chat.auto-answer	false	When the session is started or restarted.
interaction-workspace	chat.client.prompt-color	#166FFF	When the session is started or restarted.
interaction-workspace	chat.client.text-color	#166FFF	When the session is started or restarted.
interaction-workspace	chat.enable-auto-disconnect	true	When the session is started or restarted.
interaction-workspace	chat.new-message-bell		When the session is started or restarted.
interaction-workspace	chat.nickname	\$Agent.UserName\$	After the next platform configuration refresh interval.
interaction-workspace	chat.pending-response-to-customer	30,50	When the session is started or restarted.
interaction-workspace	chat.prompt-for-done	false	When the session is started or restarted.
interaction-workspace	chat.prompt-for-end	false	When the session is started or restarted.
interaction-workspace	chat.push-url.max-records	20	When the session is started or restarted.
interaction-workspace	chat.ringing-bell		When the session is started or restarted.
interaction-workspace	chat.system.text-color	#606060	When the session is started or restarted.
interaction-workspace	chat.time-stamp	true	When the session is started or restarted.
interaction-workspace	chat.typing-is-enabled	true	When the session is started or restarted.
interaction-workspace	chat.typing-timeout	10	When the session is started or restarted.
interaction-workspace	cobrowse.url		When the session is started or restarted.
interaction-workspace	cobrowse.use-replica-logging	false	When the session is started or restarted.
interaction-workspace	cobrowse.use-slave-logging	false	When the session is started or restarted.
interaction-workspace	contact.all-interactions-displayed-columns	Status,Subject,StartDate,EndDate	When the session is started or restarted.
interaction-workspace	contact.all-interactions-quick-search-attributes	Subject	When the session is started or restarted.
interaction-workspace	contact.available-directory-page-sizes	5,10,25,50	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	contact.cache-timeout-delay	600	When the session is started or restarted.
interaction-workspace	contact.date-search-types	On,OnOrAfter,Before,Between	When the session is started or restarted.
interaction-workspace	contact.default-directory-page-size	10	When the session is started or restarted.
interaction-workspace	contact.directory-default-mode	ListView	When the session is started or restarted.
interaction-workspace	contact.directory-displayed-columns	LastName,FirstName,PhoneNumber,EmailAddress	When the session is started or restarted.
interaction-workspace	contact.directory-enabled-modes	ListView,GridView	When the session is started or restarted.
interaction-workspace	contact.directory-search-attributes	LastName,FirstName,PhoneNumber,EmailAddress	When the session is started or restarted.
interaction-workspace	contact.displayed-attributes	Title,FirstName,LastName,PhoneNumber,EmailAddress	When the session is started or restarted.
interaction-workspace	contact.history-default-time-filter-main	1M	When the session is started or restarted.
interaction-workspace	contact.history-displayed-columns	Status,Subject,StartDate,EndDate,OwnerId	When the session is started or restarted.
interaction-workspace	contact.history.media-filters	\$AllMedia\$,voice,email,chat,twitter,facebook,\$OtherMedia\$	When the session is started or restarted.
interaction-workspace	contact.history-quick-search-attributes	Subject	When the session is started or restarted.
interaction-workspace	contact.history-search-attributes	Status,StartDate,EndDate,Subject	When the session is started or restarted.
interaction-workspace	contact.last-called-agent.enable	false	When the session is started or restarted.
interaction-workspace	contact.last-called-agent.<media-type>.enable	false	When the session is started or restarted.
interaction-workspace	contact.lookup.enable	true	When the session is started or restarted.
interaction-workspace	contact.lookup.enable-create-contact	true	When the session is started or restarted.
interaction-workspace	contact.lookup.<media-type>.enable	true	When the session is started or restarted.
interaction-workspace	contact.lookup.<media-type>.enable-create-contact	true	When the session is started or restarted.
interaction-workspace	contact.mandatory-attributes	FirstName,LastName	When the session is started or restarted.
interaction-workspace	contact.multiple-value-attributes	PhoneNumber,EmailAddress	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	contact.myhistory-default-time-filter-main	1M	When the session is started or restarted.
interaction-workspace	contact.myhistory-displayed-columns	Status,Subject,StartDate,EndDate	When the session is started or restarted.
interaction-workspace	contact.myhistory-quick-search-attributes	Subject	When the session is started or restarted.
interaction-workspace	contact.ucs-interaction.voice-campaign.enable-create	false	When the session is started or restarted.
interaction-workspace	contact.ucs-interaction.voice.enable-create	true	When the session is started or restarted.
interaction-workspace	contact.ucs-interaction.voice.enable-create-without-contact	false	When the session is started or restarted.
interaction-workspace	contact.ucs-interaction.<media-type>.enable-create	true	When the session is started or restarted.
interaction-workspace	disaster-recovery.enabled	false	When the session is started or restarted.
interaction-workspace	editor.default-font	Roboto	When the session is started or restarted.
interaction-workspace	editor.default-font-size	9	When the session is started or restarted.
interaction-workspace	editor.font-sizes	8,9,10,11,12,14,16,18,20,22,24,26,28,36,48,72	When the session is started or restarted.
interaction-workspace	editor.fonts	Serif,Sans-serif,Monospace,Cursive,Fantasy,Monospace,Roboto	When the session is started or restarted.
interaction-workspace	email.auto-answer	false	When the session is started or restarted.
interaction-workspace	email.default-queue		When the session is started or restarted.
interaction-workspace	email.forward.enable-cc-addresses	false	When the session is started or restarted.
interaction-workspace	email.forward.enable-instructions	false	When the session is started or restarted.
interaction-workspace	email.forward.enable-multiple-to-addresses	false	When the session is started or restarted.
interaction-workspace	email.forward-queue		When the session is started or restarted.
interaction-workspace	email.from-addresses		When the session is started or restarted.
interaction-workspace	email.html-format	true	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	email.include-original-text-in-reply	true	When the session is started or restarted.
interaction-workspace	email.inline-forward-header	\$FullHeader\$	When the session is started or restarted.
interaction-workspace	email.inline-forward-prefix	Fwd:	When the session is started or restarted.
interaction-workspace	email.inline-forward-queue	No default value	When the session is started or restarted.
interaction-workspace	email.max-attachment-size	0	When the session is started or restarted.
interaction-workspace	email.max-attachments-size	0	When the session is started or restarted.
interaction-workspace	email.outbound-queue		When the session is started or restarted.
interaction-workspace	email.qa-review-dispositions-business-attribute		When the session is started or restarted.
interaction-workspace	email.quote-char	>	When the session is started or restarted.
interaction-workspace	email.quote-header	\$FullHeader\$	When the session is started or restarted.
interaction-workspace	email.reply-format	auto	When the session is started or restarted.
interaction-workspace	email.reply-prefix	Re:	When the session is started or restarted.
interaction-workspace	email.ringing-bell		When the session is started or restarted.
interaction-workspace	email.signature		When the session is started or restarted.
interaction-workspace	email.signature.line- <n>		When the session is started or restarted.
interaction-workspace	expression.email-address	(\w+([-+.]w+)*@\w+([-.]w+)*\w+([-.]w+)*)	When the session is started or restarted.
interaction-workspace	expression.phone-number	^\(\(\)\-\.\/\d\s\*#\][0-9]+(\)\-\.\/\d\s\*#/\$	When the session is started or restarted.
interaction-workspace	expression.phone-number.supported-characters	0123456789+	When the session is started or restarted.
interaction-workspace	expression.team-communicator-email-address	A valid regular expression.	When the session is started or restarted.
interaction-workspace	expression.team-communicator-phone-number	^\(\(\)\-\.\/\d\s\*#\][\d]+[\(\)\-\.\/\d\s\*#/\$	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>expression.url</code>	(http://(www.)?)	When the session is started or restarted.
interaction-workspace	<code>facebook.auto-answer</code>	false	When the session is started or restarted.
interaction-workspace	<code>facebook.comments-pagination-size</code>	2	When the session is started or restarted.
interaction-workspace	<code>facebook.default-queue</code>	Facebook Outbound Queue	When the session is started or restarted.
interaction-workspace	<code>facebook.outbound-queue</code>	Facebook Outbound Queue	When the session is started or restarted.
interaction-workspace	<code>facebook.prompt-for-done</code>	false	When the session is started or restarted.
interaction-workspace	<code>facebook.ringing-bell</code>		When the session is started or restarted.
interaction-workspace	<code>facebook-session.auto-answer</code>	false	When the session is started or restarted.
interaction-workspace	<code>im.agent.prompt-color</code>	#385078	When the session is started or restarted.
interaction-workspace	<code>im.agent.text-color</code>	#385078	When the session is started or restarted.
interaction-workspace	<code>im.auto-answer</code>	false	When the session is started or restarted.
interaction-workspace	<code>im.new-message-bell</code>		When the session is started or restarted.
interaction-workspace	<code>im.other-agent.prompt-color</code>	#D88000	When the session is started or restarted.
interaction-workspace	<code>im.other-agent.text-color</code>	#D88000	When the session is started or restarted.
interaction-workspace	<code>im.prompt-for-end</code>	false	When the session is started or restarted.
interaction-workspace	<code>im.ringing-bell</code>		When the session is started or restarted.
interaction-workspace	<code>im.system.text-color</code>	#606060	When the session is started or restarted.
interaction-workspace	<code>im.time-stamp</code>	true	When the session is started or restarted.
interaction-workspace	<code>im.toast-timeout</code>	10	When the session is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-modes</code>	Pinned,Floating	When the session is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-modes.&lt;media-type&gt;</code>	Pinned,Floating	When the session is started or restarted.
interaction-workspace	<code>interaction.case-</code>	History,CaseData	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>data.content</code>		started or restarted.
interaction-workspace	<code>interaction.case-data.enable-hyperlink</code>	false	When the session is started or restarted.
interaction-workspace	<code>interaction.case-data.format-business-attribute</code>		When the session is started or restarted.
interaction-workspace	<code>interaction.case-data.frame-color</code>	#17849D	When the session is started or restarted.
interaction-workspace	<code>interaction.case-data.header-foreground-color</code>	#FFFFFF	When the session is started or restarted.
interaction-workspace	<code>interaction.case-data.is-read-only-on-idle</code>	true	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.cache-timeout-delay</code>	-1	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.folder-name-depth-&lt;n&gt;</code>		When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.is-expanded-on-display</code>	true	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.is-mandatory</code>	false	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.is-read-only-on-idle</code>	false	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.key-name</code>	DispositionCode	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.use-attached-data</code>	false	When the session is started or restarted.
interaction-workspace	<code>interaction.disposition.value-business-attribute</code>	DispositionCode	When the session is started or restarted.
interaction-workspace	<code>interaction-management.available-interaction-page-sizes</code>	5,10,25,50	When the session is started or restarted.
interaction-workspace	<code>interaction-management.default-interaction-page-size</code>	10	When the session is started or restarted.
interaction-workspace	<code>interaction-management.filters</code>		When the session is started or restarted.
interaction-workspace	<code>interaction-management.interactions-filter.displayed-columns</code>	From,To,Subject,Received	When the session is started or restarted.
interaction-workspace	<code>interaction.override-option-key</code>		When the session is started or restarted.
interaction-workspace	<code>interaction.reject-route</code>		When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	interaction.web-content		When the session is started or restarted.
interaction-workspace	intercommunication.chat.queue		When the session is started or restarted.
interaction-workspace	intercommunication.chat.routing-based-actions	InitTransfer,OneStepTransfer	When the session is started or restarted.
interaction-workspace	intercommunication.chat.routing-based-targets		When the session is started or restarted.
interaction-workspace	intercommunication.email.queue		When the session is started or restarted.
interaction-workspace	intercommunication.email.routing-based-actions	OneStepTransfer	When the session is started or restarted.
interaction-workspace	intercommunication.email.routing-based-targets		When the session is started or restarted.
interaction-workspace	intercommunication.im.routing-based-actions	MakeIM	When the session is started or restarted.
interaction-workspace	intercommunication.im.routing-based-targets		When the session is started or restarted.
interaction-workspace	intercommunication.im.routing-points		When the session is started or restarted.
interaction-workspace	intercommunication.voice.consultation-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	When the session is started or restarted.
interaction-workspace	intercommunication.voice.make-call-caller-id-business-attribute		When the session is started or restarted.
interaction-workspace	intercommunication.voice.make-call-caller-id-enable-anonymous	false	When the session is started or restarted.
interaction-workspace	intercommunication.voice.make-call-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	When the session is started or restarted.
interaction-workspace	intercommunication.voice.routing-based-actions	MakeCall,OneStepConference,InitConference,OneStepTransfer,Init	When the session is started or restarted.
interaction-workspace	intercommunication.voice.routing-based-targets		When the session is started or restarted.
interaction-workspace	intercommunication.voice.routing-points		When the session is started or restarted.
interaction-workspace	intercommunication.voice.single-step-conference-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	When the session is started or restarted.
interaction-workspace	intercommunication.voice.single-step-transfer-enabled	Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill	When the session is started or restarted.
interaction-workspace	intercommunication.<media-		When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>type&gt;.queue</code>		started or restarted.
interaction-workspace	<code>intercommunication.&lt;media-type&gt;.routing-based-actions</code>	OneStepTransfer	When the session is started or restarted.
interaction-workspace	<code>intercommunication.&lt;media-type&gt;.routing-based-targets</code>		When the session is started or restarted.
interaction-workspace	<code>keyboard.shortcut.interaction-next</code>	Alt+N	When the session is started or restarted.
interaction-workspace	<code>keyboard.shortcut.interaction-previous</code>	Alt+P	When the session is started or restarted.
interaction-workspace	<code>keyboard.shortcut.jump-to-last-error</code>	Alt+L	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.auth-active</code>	false	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.auth-password</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.auth-user</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.customerId</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.kbId</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.question</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.sessionId</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>knowledge-center.url</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>kpi.displayed-kpis</code>		When the session is started or restarted.
interaction-workspace	<code>login.list-available-locales</code>		When the session is started or restarted.
interaction-workspace	<code>login.prompt-place</code>	false	When the session is started or restarted.
interaction-workspace	<code>login.store-recent-place</code>	true	When the session is started or restarted.
interaction-workspace	<code>login.voice.auto-not-ready-reason</code>		When the session is started or restarted.
interaction-workspace	<code>login.voice.dn-less-phone-number.valid-format</code>		When the session is started or restarted.
interaction-workspace	<code>login.voice.expression.dn-less-phone-number</code>		When the session is started or restarted.
Section	Option	Default	Changes Take Effect



Section	Option	Default	Changes Take Effect
interaction-workspace	<code>login.voice.is-auto-ready</code>	false	When the session is started or restarted.
interaction-workspace	<code>login.voice.list-available-queues</code>		When the session is started or restarted.
interaction-workspace	<code>login.voice.nb-dn-less-phone-number-stored</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>login.voice.prompt-dn-less-phone-number</code>	false	When the session is started or restarted.
interaction-workspace	<code>login.voice.prompt-dn-less-phone-number.enable-dynamic-dn</code>	false	When the session is started or restarted.
interaction-workspace	<code>login.voice.prompt-queue</code>	false	When the session is started or restarted.
interaction-workspace	<code>login.workmode</code>	unknown	When the session is started or restarted.
interaction-workspace	<code>main-window.window-title</code>	\$Window.Title\$	When the session is started or restarted.
interaction-workspace	<code>openmedia.workitem-channels</code>		When the session is started or restarted.
interaction-workspace	<code>outbound.call-result-automatically-selected</code>		When the session is started or restarted.
interaction-workspace	<code>outbound.call-result-values</code>	Answered,AnsweringMachine,Busy,NoAnswer,WrongNumber	
interaction-workspace	<code>outbound-callback.ringing-bell</code>		When the session is started or restarted.
interaction-workspace	<code>outbound.preview.max-simultaneous-preview-record</code>	-1	When the session is started or restarted.
interaction-workspace	<code>outbound.treatment-mode</code>	An empty string.	When the session is started or restarted.
interaction-workspace	<code>permissions.agent-group.exclude</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>permissions.agent-group.restrict</code>	No default value	When the session is started or restarted.
interaction-workspace	<code>presence.evaluate-presence</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.active-recording.can-monitor-recording</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.active-recording.can-pause</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.active-recording.can-resume</code>	true	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>privilege.active-recording.can-start</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.active-recording.can-stop</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.active-recording.can-use</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-click-to-dial</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-click-to-email</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-decline</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-one-step-conference</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-one-step-transfer</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-push-url</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-release</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-release-consultation</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-set-interaction-disposition</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-two-step-conference</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-two-step-transfer</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.can-use</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.chat.show-monitoring.can-use</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.cobrowse.can-use</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-advanced-search-all-interactions</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-advanced-search-contact-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-advanced-search-my-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-</code>	true	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>create-contact</code>		started or restarted.
interaction-workspace	<code>privilege.contact.can-delete-contact</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-filter-all-interactions</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-filter-contact-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-filter-my-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-inline-forward.email.from-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-open.email.from-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-open.&lt;media-type&gt;.from-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-search-all-interactions</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-search-contact-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-search-my-history</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-assign-contact</code>	false	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-directory</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-history</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-history-case-data</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-history-detail</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-history-notepad</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-information</code>	true	When the session is started or restarted.
interaction-workspace	<code>privilege.contact.can-use-contact-myhistory</code>	false	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	privilege.contact.can-use-interaction-notepad	true	When the session is started or restarted.
interaction-workspace	privilege.contact.can-use-save-contact	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-add-attachment	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-decline	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-delete	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-forward	false	When the session is started or restarted.
interaction-workspace	privilege.email.can-inline-forward	false	When the session is started or restarted.
interaction-workspace	privilege.email.can-mark-done	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-move-to-workbin	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-one-step-transfer	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-reply	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-reply-all	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-save	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-send	true	When the session is started or restarted.
interaction-workspace	privilege.email.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.facebook.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.facebook-session.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.im.can-make	true	When the session is started or restarted.
interaction-workspace	privilege.im.can-release	true	When the session is started or restarted.
interaction-workspace	privilege.im.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.interaction-management.can-move-to-queue	false	When the session is started or restarted.
interaction-workspace	privilege.interaction-	false	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	management.can-move-to-workbin		started or restarted.
interaction-workspace	privilege.interaction-management.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.interaction-management.case-data.can-edit	false	When the session is started or restarted.
interaction-workspace	privilege.knowledge-center.can-author	true	When the session is started or restarted.
interaction-workspace	privilege.knowledge-center.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.my-team-workbins.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.myagents.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.mychannels.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.mychannels.pending-state.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.mymessages.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.cancel-record	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.dial-alternative-chained-record	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.get-next-preview-record	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.mark-do-not-call	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.reject-record	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.reschedule	false	When the session is started or restarted.
interaction-workspace	privilege.outbound.reschedule-before-call	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.reschedule-on-new-number	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.set-call-result	true	When the session is started or restarted.
interaction-workspace	privilege.outbound.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.outbound.push-	false	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	preview.can-use		started or restarted.
interaction-workspace	privilege.screen-recording.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.sipendpoint.can-change-microphone-volume	false	When the session is started or restarted.
interaction-workspace	privilege.sipendpoint.can-change-speaker-volume	false	When the session is started or restarted.
interaction-workspace	privilege.sipendpoint.can-mute-microphone	false	When the session is started or restarted.
interaction-workspace	privilege.sipendpoint.can-mute-speaker	false	When the session is started or restarted.
interaction-workspace	privilege.sipendpoint.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.SRL.can-quick-search	false	When the session is started or restarted.
interaction-workspace	privilege.SRL.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.teamcommunicator.can-manage-favorites	false	When the session is started or restarted.
interaction-workspace	privilege.teamcommunicator.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.teamcommunicator.can-view-all	true	When the session is started or restarted.
interaction-workspace	privilege.teamcommunicator.can-view-favorites	true	When the session is started or restarted.
interaction-workspace	privilege.teamcommunicator.can-view-recent-calls	true	When the session is started or restarted.
interaction-workspace	privilege.teamcommunicator.display-agent-groups-availability	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-coach-chat	false	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-coach-current-voice	false	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-coach-voice	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-monitor-chat	false	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-monitor-current-voice	false	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-monitor-routing-point	false	When a session is started or restarted.
interaction-workspace	privilege.teamlead.can-	true	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	monitor-voice		started or restarted.
interaction-workspace	privilege.teamlead.can-stop-monitoring-chat	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-stop-monitoring-voice	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-switch-to-barge-in-chat	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-switch-to-barge-in-voice	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-switch-to-coach-chat	true	When the session is started or restarted.
interaction-workspace	privilege.teamlead.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.twitter.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.voice.can-answer-call	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-extend-after-call-work	false	When the session is started or restarted.
interaction-workspace	privilege.voice.can-forward	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-hold-retrieve-call	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-make-call	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-one-step-conference	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-one-step-transfer	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-reject-call	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-release-call	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-send-dtmf	true	When the application is started or restarted.
interaction-workspace	privilege.voice.can-show-hold-duration	false	When the session is started or restarted.
interaction-workspace	privilege.voice.can-show-post-call-duration	false	When the session is started or restarted.
interaction-workspace	privilege.voice.can-two-step-conference	true	When the session is started or restarted.
interaction-workspace	privilege.voice.can-two-step-transfer	true	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	privilege.voice.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.voice.consultation.can-use-caller-id	false	When the session is started or restarted.
interaction-workspace	privilege.voice.make-call.can-use-caller-id	true	When the session is started or restarted.
interaction-workspace	privilege.voice.show-monitoring.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.voice.single-step-conference.can-use-caller-id	false	When the session is started or restarted.
interaction-workspace	privilege.voice.single-step-transfer.can-use-caller-id	false	When the session is started or restarted.
interaction-workspace	privilege.voicemail.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.web-rtc.can-mute-microphone	false	When the session is started or restarted.
interaction-workspace	privilege.web-rtc.can-mute-speaker	false	When the session is started or restarted.
interaction-workspace	privilege.web-rtc.can-send-dtmf	true	When the session is started or restarted.
interaction-workspace	privilege.web-rtc.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.webme.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.workbins.can-use	true	When the session is started or restarted.
interaction-workspace	privilege.workitem-channels.can-use	false	When the session is started or restarted.
interaction-workspace	privilege.<media-type>.can-decline	true	When the session is started or restarted.
interaction-workspace	privilege.<media-type>.can-mark-done	true	When the session is started or restarted.
interaction-workspace	privilege.<media-type>.can-move-to-workbin	true	When the session is started or restarted.
interaction-workspace	privilege.<media-type>.can-one-step-transfer	true	When the session is started or restarted.
interaction-workspace	privilege.<media-type>.can-set-interaction-disposition	true	When the session is started or restarted.
interaction-workspace	rebranding.about.company-logo		When the session is started or restarted.
Section	Option	Default	Changes Take Effect



Section	Option	Default	Changes Take Effect
interaction-workspace	rebranding.company-favicon		When the session is started or restarted.
interaction-workspace	rebranding.company-logo		When the session is started or restarted.
interaction-workspace	rebranding.login.company-logo		When the session is started or restarted.
interaction-workspace	rebranding.product-major-name		When the session is started or restarted.
interaction-workspace	rebranding.product-minor-name		When the session is started or restarted.
interaction-workspace	rebranding.product-version		When the session is started or restarted.
interaction-workspace	security.inactivity-alert-dialog-before-timeout	30	When the session is started or restarted.
interaction-workspace	security.inactivity-timeout	0	When the session is started or restarted.
interaction-workspace	service-client-api.accepted-web-content-origins		When the session is started or restarted.
interaction-workspace	service-client-api.block-markdone-timeout	1000	When the session is started or refreshed.
interaction-workspace	service-client-api.rate-limit	0	When the session is started or restarted.
interaction-workspace	service-client-api.rate-limit-quarantine-delay	30	When the session is started or restarted.
interaction-workspace	service-client-api.rate-limit.<service-name>	0	When the session is started or restarted.
interaction-workspace	service-client-api.user-data.read-allowed	*	When the session is started or restarted.
interaction-workspace	service-client-api.user-data.write-allowed	*	When the session is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged.not-ready-reason	No default value	When the session is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged-set-not-ready	true	When the session is started or restarted.
interaction-workspace	sipendpoint.max-failed-ping	5	When the session is started or restarted.
interaction-workspace	sipendpoint.ping-interval	2000	When the session is started or restarted.
interaction-workspace	sipendpoint.register-interval	1500	When the session is started or restarted.
interaction-workspace	sipendpoint.register-	10	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>max-attempts</code>		started or restarted.
interaction-workspace	<code>sipendpoint.sip-server-address</code>		When the session is started or restarted.
interaction-workspace	<code>sipendpoint.sip-server-address.peer</code>		When the session is started or restarted.
interaction-workspace	<code>sipendpoint.transport-protocol</code>	UDP	When the session is started or restarted.
interaction-workspace	<code>sipendpoint.uri</code>		When the session is started or restarted.
interaction-workspace	<code>sipendpoint.wait-user-max-attempts</code>	20	When the session is started or restarted.
interaction-workspace	<code>standard-response.categories</code>	\$All\$	When the session is started or restarted.
interaction-workspace	<code>statistics.agent-groups</code>		When the session is started or restarted.
interaction-workspace	<code>statistics.displayed-statistics</code>		When the session is started or restarted.
interaction-workspace	<code>statistics.gadget-statistics</code>	No default value	When the application is started or restarted.
interaction-workspace	<code>statistics.gadget-statistics.max-size</code>	10	When the application is started or restarted.
interaction-workspace	<code>statistics.queue-groups</code>		When the session is started or restarted.
interaction-workspace	<code>statistics.refresh-time</code>	20	When the session is started or restarted.
interaction-workspace	<code>statistics.routing-points</code>		When the session is started or restarted.
interaction-workspace	<code>statistics.virtual-queues</code>		When the session is started or restarted.
interaction-workspace	<code>system.cometd.timeout</code>	60000	When the session is started or restarted.
interaction-workspace	<code>system.feedback</code>	false	When the session is started or restarted.
interaction-workspace	<code>system.feedback.submit-after-disconnect</code>	false	When the session is started or restarted.
interaction-workspace	<code>system.log-level</code>	Trace	When the session is started or restarted.
interaction-workspace	<code>teamcommunicator.add-recent-filters.voice</code>		When the session is started or restarted.
interaction-workspace	<code>teamcommunicator.always-clear-textbox-on-new-interaction</code>	true	When the session is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites</code>		When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	teamcommunicator.list-filter-showing	Agent,AgentGroup,RoutingPoint,Skill,InteractionQueue,Contact,Cus	When the session is started or restarted.
interaction-workspace	teamcommunicator.load-at-startup	true	When the session is started or restarted.
interaction-workspace	teamcommunicator.max-favorites-size	50	When the session is started or restarted.
interaction-workspace	teamcommunicator.max-size	50	When the session is started or restarted.
interaction-workspace	teamcommunicator.max-suggestion-size	10	When the session is started or restarted.
interaction-workspace	teamcommunicator.one-step-conference-with-consultation.enabled	true	When the session is started or restarted.
interaction-workspace	teamcommunicator.one-step-transfer-with-consultation.enabled	true	When the session is started or restarted.
interaction-workspace	teamcommunicator.permissions.agent.exclude-from-agent-groups	No default value	When the session is started or restarted.
interaction-workspace	teamcommunicator.permissions.agent.restrict-to-agent-groups	No default value	When the session is started or restarted.
interaction-workspace	teamcommunicator.recent-max-records	10	When the session is started or restarted.
interaction-workspace	teamcommunicator.request-start-timer	500	When the session is started or restarted.
interaction-workspace	teamcommunicator.show-all-internal-targets	false	When the session is started or restarted.
interaction-workspace	teamcommunicator.voice.consultation.exclude-numbers		When the session is started or restarted.
interaction-workspace	teamcommunicator.voice.list-status-reachable	NotReady	When the session is started or restarted.
interaction-workspace	teamcommunicator.voice.make-call.exclude-numbers		When the session is started or restarted.
interaction-workspace	teamcommunicator.voice.single-step-conference.exclude-numbers		When the session is started or restarted.
interaction-workspace	teamcommunicator.voice.single-step-transfer.exclude-numbers		When the session is started or restarted.
interaction-workspace	teamlead.monitorable-routing-points	No default value	When a session is started or restarted.
interaction-workspace	teamlead.monitoring-cross-site-based-on-activity-enabled	false	When the session is started or restarted.
interaction-workspace	teamlead.monitoring-	call	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	scope		started or restarted.
interaction-workspace	teamlead.myagents.enabled-channels	voice,chat,email	When the session is started or restarted.
interaction-workspace	teamlead.myagents.refresh-rate	30	When the session is started or restarted.
interaction-workspace	toast.case-data.content	History,CaseData	When the session is started or restarted.
interaction-workspace	toast.case-data.format-business-attribute		When the session is started or restarted.
interaction-workspace	toast.window-title	(\$Contact.FirstName\$ \$Contact.LastName\$ InteractedMainPage)	When the session is started or restarted.
interaction-workspace	twitter.auto-answer	false	When the session is started or restarted.
interaction-workspace	twitter.default-queue	Twitter Outbound Init Queue	When the session is started or restarted.
interaction-workspace	twitter.outbound-queue	Twitter Outbound Queue	When the session is started or restarted.
interaction-workspace	twitter.ringing-bell		When the session is started or restarted.
interaction-workspace	views.CaseSideRegion.activate-order	ContactView,SRLView,KnowledgeView,CoBrowseView,WebActivityView	When the session is started or restarted.
interaction-workspace	views.CaseSideRegion.order	KnowledgeView,CoBrowseView,WebActivityView,ContactView,SRLView	When the session is started or restarted.
interaction-workspace	views.ContactRegion.activate-order	ContactInformationView,ContactHistoryView	When the session is started or restarted.
interaction-workspace	views.ContactRegion.order	ContactInformationView,ContactHistoryView	When the session is started or restarted.
interaction-workspace	views.HistoryInteractionDetailsRegion.activate-order	ContactInteractionDetailView,ContactInteractionNotePadView,StaticPageInteraction	When the session is started or restarted.
interaction-workspace	views.HistoryInteractionDetailsRegion.order	ContactInteractionDetailView,ContactInteractionNotePadView,StaticPageInteraction	When the session is started or restarted.
interaction-workspace	views.InteractionDetailsRegion.activate-order	ContactInteractionNotePadView,DispositionView	When the session is started or restarted.
interaction-workspace	views.InteractionDetailsRegion.order	DispositionView,ContactInteractionNotePadView	When the session is started or restarted.
interaction-workspace	views.MyWorkspaceRegion.activate-order	DashboardView,MyChannelsView,MyAgentsView,MyCampaignsView	When the session is started or restarted.
interaction-workspace	views.MyWorkspaceRegion.order	MyChannelsView,MyAgentsView,MyCampaignsView,MyHistoryView	When the session is started or restarted.
interaction-workspace	views.WorkbinInteractionDetailsRegion.activate-order	ContactInteractionDetailView,ContactInteractionNotePadView,StaticPageInteraction	When the session is started or restarted.
interaction-workspace	views.WorkbinInteractionDetailsRegion.order	ContactInteractionDetailView,ContactInteractionNotePadView,StaticPageInteraction	When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>voice.auto-answer</code>	false	When the application is started or restarted.
interaction-workspace	<code>voice.auto-answer.is-enabled-on-already-in-call</code>	true	When the application is started or restarted.
interaction-workspace	<code>voice.caller-id.key-name</code>	IW_SelectedCallerId	When the session is started or restarted.
interaction-workspace	<code>voice.cancel-after-call-work-on-business-call</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.cancel-after-call-work-on-done</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.clear-conference-on-release</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.consultation.merge-attached-data-to-main</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.enable-dtmf-tone</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.floating-interaction-mode.auto-collapse</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.hold-active-call-on-make-call</code>	true	When the session is started or restarted.
interaction-workspace	<code>voice.hold-indicator-timer</code>	30,60	When the session is started or restarted.
interaction-workspace	<code>voice.mark-done-on-release</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.prompt-for-end</code>	false	When the session is started or restarted.
interaction-workspace	<code>voice.reject.counter-key-name</code>		When the session is started or restarted.
interaction-workspace	<code>voice.ringing-bell</code>		When the session is started or restarted.
interaction-workspace	<code>voice.use-caller-id-display-name</code>	false	When the session is started or restarted.
interaction-workspace	<code>voicemail.access-number</code>		When the session is started or restarted.
interaction-workspace	<code>voicemail.notification-types</code>	personal, public	When the session is started or restarted.
interaction-workspace	<code>voicemail.request-timeout</code>	1	When the session is started or restarted.
interaction-workspace	<code>web-rtc.enable-dtmf-tone</code>	true	When the session is started or restarted.
interaction-workspace	<code>web-rtc.gateway-uri</code>		When the session is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	web-rtc.identifier.x-last-digit-displayed	10	When the session is started or restarted.
interaction-workspace	web-rtc.phone-number-prefix		When the session is started or restarted.
interaction-workspace	web-rtc.quality-alert-timeout	30	When the session is started or restarted.
interaction-workspace	web-rtc.quality.score.key-name	callQualityScore	When the session is started or restarted.
interaction-workspace	web-rtc.quality.statistics.key-name	callQualityStatistics	When the session is started or restarted.
interaction-workspace	web-rtc.request-quality-interval	5	When the session is started or restarted.
interaction-workspace	web-rtc.ringing-bell		When the session is started or restarted.
interaction-workspace	web-rtc.stun-uri		When the session is started or restarted.
interaction-workspace	web-rtc.troubleshooting.enable-feedback	true	When the session is started or restarted.
interaction-workspace	web-rtc.turn-password		When the session is started or restarted.
interaction-workspace	web-rtc.turn-uri		When the session is started or restarted.
interaction-workspace	web-rtc.turn-username		When the session is started or restarted.
interaction-workspace	web-rtc.turn-username		When the session is started or restarted.
interaction-workspace	webme.allowed-domains	*	When the session is started or restarted.
interaction-workspace	webme.auth-scheme	none	When the session is started or restarted.
interaction-workspace	webme.initial-pages-limit	10000	When the session is started or restarted.
interaction-workspace	webme.password		When the session is started or restarted.
interaction-workspace	webme.update-activity-timeout	3	When the session is started or restarted.
interaction-workspace	webme.url		When the session is started or restarted.
interaction-workspace	webme.user-id		When the session is started or restarted.
interaction-workspace	webme.useSecuredHistoryAPI	true	When the session is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			started or restarted.
interaction-workspace	<code>workbin.email.draft</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.email.draft.displayed-columns</code>	To,Subject,Submitted	When the session is started or restarted.
interaction-workspace	<code>workbin.email.in-progress</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.email.in-progress.displayed-columns</code>	From,Subject,Received	When the session is started or restarted.
interaction-workspace	<code>workbin.facebook.draft</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.facebook.draft.displayed-columns</code>	To,Subject,Submitted	When the session is started or restarted.
interaction-workspace	<code>workbin.facebook.in-progress</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.facebook.in-progress.displayed-columns</code>	From,Subject,Received	When the session is started or restarted.
interaction-workspace	<code>workbin.twitter.draft</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.twitter.draft.displayed-columns</code>	To,Subject,Submitted	When the session is started or restarted.
interaction-workspace	<code>workbin.twitter.in-progress</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.twitter.in-progress.displayed-columns</code>	From,Subject,Received	When the session is started or restarted.
interaction-workspace	<code>workbin.&lt;media-type&gt;.&lt;workbin-nickname&gt;</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.&lt;media-type&gt;.&lt;workbin-nickname&gt;.displayed-columns</code>	From,To,Subject,Received	When the session is started or restarted.
interaction-workspace	<code>workbin.&lt;media-type&gt;.in-progress</code>		When the session is started or restarted.
interaction-workspace	<code>workbin.&lt;media-type&gt;.in-progress.displayed-columns</code>	From,To,Subject,Received	When the session is started or restarted.
interaction-workspace	<code>workspace.web-content</code>		When the session is started or restarted.
Section	Option	Default	Changes Take Effect

# interaction-workspace Section

- <media-type>.auto-answer
- <media-type>.prompt-for-done
- <media-type>.ringing-bell
- accessibility.agent-state-change-bell
- accessibility.dialog-bell
- accessibility.dialog-error-bell
- accessibility.focus-on-interaction-toast
- accessibility.interaction-state-change-bell
- accessibility.outbound-campaign-state-change-bell
- accessibility.supervision-state-change-bell
- accessibility.visual-impairment-profile
- accessibility.voicemail-message-change-bell
- accessibility.voicemail-new-message-change-bell
- accessibility.warning-message-bell
- accessibility.<media-type>.focus-on-interaction-toast
- agent-status.after-call-work-reasons
- agent-status.enabled-actions-by-channel
- agent-status.enabled-actions-global
- agent-status.not-ready-reasons
- agent-status.ready-workmode
- alert.timeout
- application.wiki-help-locale
- application.wiki-help-site
- application.wiki-help-welcome-page
- case-data.float-separator
- 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.pending-response-to-customer
- chat.prompt-for-done
- chat.prompt-for-end
- chat.push-url.max-records
- chat.ringing-bell
- chat.system.text-color
- chat.time-stamp
- chat.typing-is-enabled
- chat.typing-timeout
- cobrowse.url
- cobrowse.use-replica-logging
- cobrowse.use-slave-logging
- contact.all-interactions-displayed-columns
- contact.all-interactions-quick-search-attributes
- contact.available-directory-page-sizes
- contact.cache-timeout-delay
- contact.date-search-types
- contact.default-directory-page-size
- contact.directory-default-mode
- contact.directory-displayed-columns
- contact.directory-enabled-modes
- contact.directory-search-attributes
- contact.displayed-attributes
- contact.history-default-time-filter-main
- contact.history-displayed-columns
- contact.history.media-filters
- contact.history-quick-search-attributes
- 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



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- `contact.multiple-value-attributes`
  - `contact.myhistory-default-time-filter-main`
  - `contact.myhistory-displayed-columns`
  - `contact.myhistory-quick-search-attributes`
  - `contact.ucs-interaction.voice-campaign.enable-create`
  - `contact.ucs-interaction.voice.enable-create`
  - `contact.ucs-interaction.voice.enable-create-without-contact`
  - `contact.ucs-interaction.<media-type>.enable-create`
  - `disaster-recovery.enabled`
  - `editor.default-font`
  - `editor.default-font-size`
  - `editor.font-sizes`
  - `editor.fonts`
  - `email.auto-answer`
  - `email.default-queue`
  - `email.forward.enable-cc-addresses`
  - `email.forward.enable-instructions`
  - `email.forward.enable-multiple-to-addresses`
  - `email.forward-queue`
  - `email.from-addresses`
  - `email.html-format`
  - `email.include-original-text-in-reply`
  - `email.inline-forward-header`
  - `email.inline-forward-prefix`
  - `email.inline-forward-queue`
  - `email.max-attachment-size`
  - `email.max-attachments-size`
  - `email.outbound-queue`
  - `email.qa-review-dispositions-business-attribute`
  - `email.quote-char`
  - `email.quote-header`
  - `email.reply-format`
  - `email.reply-prefix`
  - `email.ringing-bell`
  - `email.signature`
  - `email.signature.line-<n>`
  - `expression.email-address`
  - `expression.phone-number`
  - `expression.phone-number.supported-characters`
  - `expression.team-communicator-email-address`
  - `expression.team-communicator-phone-number`
  - `expression.url`
  - `facebook.auto-answer`
  - `facebook.comments-pagination-size`
  - `facebook.default-queue`
  - `facebook.outbound-queue`
  - `facebook.prompt-for-done`
  - `facebook.ringing-bell`
  - `facebook-session.auto-answer`
  - `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.quick-access-modes`
  - `interaction-bar.quick-access-modes.<media-type>`
  - `interaction.case-data.content`
  - `interaction.case-data.enable-hyperlink`
  - `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.disposition.cache-timeout-delay`
  - `interaction.disposition.folder-name-depth-<n>`
  - `interaction.disposition.is-expanded-on-display`
  - `interaction.disposition.is-mandatory`
  - `interaction.disposition.is-read-only-on-idle`
  - `interaction.disposition.key-name`
  - `interaction.disposition.use-attached-data`
  - `interaction.disposition.value-business-attribute`
  - `interaction-management.available-interaction-page-sizes`
  - `interaction-management.default-interaction-page-size`
  - `interaction-management.filters`
  - `interaction-management.interactions-`
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- filter.displayed-columns
  - interaction.override-option-key
  - interaction.reject-route
  - interaction.web-content
  - 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.voice.consultation-enabled
  - intercommunication.voice.make-call-caller-id-business-attribute
  - intercommunication.voice.make-call-caller-id-enable-anonymous
  - intercommunication.voice.make-call-enabled
  - intercommunication.voice.routing-based-actions
  - intercommunication.voice.routing-based-targets
  - intercommunication.voice.routing-points
  - intercommunication.voice.single-step-conference-enabled
  - intercommunication.voice.single-step-transfer-enabled
  - intercommunication.<media-type>.queue
  - intercommunication.<media-type>.routing-based-actions
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- web-rtc.troubleshooting.enable-feedback
- web-rtc.turn-password
- web-rtc.turn-uri
- web-rtc.turn-username
- web-rtc.turn-username
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- webme.auth-scheme
- webme.initial-pages-limit
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- webme.update-activity-timeout
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- workbin.email.in-progress.displayed-columns
- workbin.facebook.draft
- workbin.facebook.draft.displayed-columns
- workbin.facebook.in-progress
- workbin.facebook.in-progress.displayed-columns
- workbin.twitter.draft
- workbin.twitter.draft.displayed-columns
- workbin.twitter.in-progress
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## Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the *Web Services and Applications 8.5.2 Configuration 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:** When the session is started or restarted.

Specifies whether an interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the Configuration Guide.

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## <media-type>.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

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 the Configuration Guide.

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## <media-type>.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file that is played when the interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute url to a mp3 file). Then, a priority, the higher the integer the higher the priority. And a duration (-1 means plays and repeats until an explicit message stops it with an established event for instance, 0 means to play the whole sound one time, an integer > 0 means a time in milliseconds to play and repeat the sound).

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## accessibility.agent-state-change-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the agent state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.dialog-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the dialog sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.dialog-error-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the error alert sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING,

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CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.focus-on-interaction-toast

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on accessibility.visual-impairment-profile; therefore, it applies to all configured agents, not just visually impaired agents

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## accessibility.interaction-state-change-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the interaction state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.outbound-campaign-state-change-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the outbound campaign state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.supervision-state-change-bell

**Default Value:**

**Valid Values:** All special characters that are valid URL file path, '|' separator and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the supervision state change sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.visual-impairment-profile

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the profile for visually impaired users is active. This option enables users to navigate interface elements from keyboard navigation and tooltips by using a Screen Reader application. Some components might change their behavior in this mode. For example, Team Communicator is collapsed in this configuration.

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## accessibility.voicemail-message-change-bell

**Default Value:**

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**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the application is started or restarted

Specifies the Voice Mail counter change sound-configuration string for new or old messages. For example: 'BELL|7|0'. The value has three components that are separated by the pipe character '|'.

- Sound file name (BELL, RING, CHORD or WARNING, predefined aliases, or an absolute URL to a mp3 file).
- Priority level. The higher the integer, the higher the priority.
- Duration. 0 means to play the whole sound one time. An integer greater than 0 means a time in milliseconds to play and repeat the sound.

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## accessibility.voicemail-new-message-change-bell

**Default Value:** No default value

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the application is started or restarted

Specifies the Voice Mail counter change sound-configuration string for new messages. For example: 'BELL|7|0'. The value has three components that are separated by the pipe character '|'.

- Sound file name (BELL, RING, CHORD or WARNING, predefined aliases, or an absolute URL to a mp3 file).
- Priority level. The higher the integer, the higher the priority.
- Duration. 0 means to play the whole sound one time. An integer greater than 0 means a time in milliseconds to play and repeat the sound.

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## accessibility.warning-message-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the warning message sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## accessibility.<media-type>.focus-on-interaction-toast

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether all Interaction Notification views receive the focus when they are displayed. This option does not rely on accessibility.visual-impairment-profile; therefore, it applies to all configured agents, not just visually impaired agents

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## agent-status.after-call-work-reasons

**Default Value:**

**Valid Values:** Comma-separated list of Action Code names of type After Call Work; empty means all not ready action codes are considered

**Changes Take Effect:** When the session is started or restarted.

Specifies the available reasons in the Agent Status menus (global and My Channels). Workspace displays the reason commands in the order in which they appear in the list.

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## agent-status.enabled-actions-by-channel

**Default Value:** Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason,Dnd,LogOff

**Valid Values:** CComma-separated list of action names from the following list: Ready, NotReady, NotReadyReason, AfterCallWork, Dnd, LogOn, LogOff.

**Changes Take Effect:** When the session is started or restarted.

Specifies the available agent state actions in the My Channels contextual menu. The actions are displayed in the order in which they appear in the list.

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## agent-status.enabled-actions-global

**Default Value:** Ready,NotReady,NotReadyReason,AfterCallWork,AfterCallWorkReason,Dnd,LogOff

**Valid Values:** Comma-separated list of action names from the following list:  
Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,LogOff  
**Changes Take Effect:** When the session is started or restarted.

Specifies the available agent states in the global Status menu. The agent state commands are displayed in the order in which they appear in the list.

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## agent-status.not-ready-reasons

**Default Value:**

**Valid Values:** comma-separated list of Action Code names of type Not Ready; empty means that all Not Ready Action Codes are considered.

**Changes Take Effect:** When the session is started or restarted.

Specifies the available reasons in the Agent Status menus (global and My Channels). The reason commands are displayed in the order in which they appear in the list.

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## agent-status.ready-workmode

**Default Value:** unknown

**Valid Values:** A value from the following list: unknown, manual-in, auto-in. Empty means no workmode specified.

**Changes Take Effect:** When the session is started or restarted.

Specifies which workmode is applied on Ready operation done manually from the Global State menu and My Channels. This option is also applicable for the login.voice.is-auto-ready option. Supported workmodes are unknown, manual-in, auto-in.

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## alert.timeout

**Default Value:** 10

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the duration, in seconds, that contextual warning messages are displayed in the windows of the application.

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## application.wiki-help-locale

**Default Value:****Valid Values:** A valid locale name in the *LanguageCode-CountryCode* format — for example, en-US.**Changes Take Effect:** When the session is started or restarted.

Specifies the locale of the Workspace Web Edition online help. When this option is left empty, Workspace tries to find the online help that corresponds with the current language selected by the agent. If set to a valid locale, Workspace accesses the online help of the specified language.

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## application.wiki-help-site

**Default Value:** <https://docs.genesys.com/>**Valid Values:** A valid URL.**Changes Take Effect:** When the session is started or restarted.**Related Options:** [application.wiki-help-welcome-page](#)

Specifies the path to the Workspace Web Edition Help. By default the help documentation is located on the Genesys Documentation website. You might have to create an exception for this URL in your firewall to enable agents to access the help. If you do not want to allow your agents to access the help stored on the Genesys Documentation website, you can request a PDF of the help document, which you can load locally.

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## application.wiki-help-welcome-page

**Default Value:****Valid Values:** A valid URL.**Changes Take Effect:** When the session is started or restarted.**Dependencies:** [application.wiki-help-site](#)

Specifies the Workspace Web Edition online help home page URL. When this option is specified, all attempts to access the online help are redirected to this page and the [application.wiki-help-site](#) option is ignored. This approach can be used in an environment when an Administrator wants the agent to have a look at a custom help page, like a 'Quick Start User Guide'.

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## case-data.float-separator

**Default Value:** .**Valid Values:** A valid float separator. Typical float separators are: '.', ',', '\'**Changes Take Effect:** When the session is started or restarted.

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.

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## chat.agent.prompt-color

**Default Value:** #385078

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the prompt for the messages that are entered by the agent in the Chat view.

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## chat.agent.text-color

**Default Value:** #385078

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the agent in the Chat view.

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## chat.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a chat interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## chat.client.prompt-color

**Default Value:** #166FFF

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the target client in the Chat view.

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## chat.client.text-color

**Default Value:** #166FFF

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the client text in the Chat view.

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## chat.enable-auto-disconnect

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the chat session is automatically disconnected if the agent is the last party remaining in the chat session.

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## chat.new-message-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a new chat message arrives. For example: 'BELL|7|0'. The value has three components that are separated by the pipe (|) character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## 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\$.

**Changes Take Effect:** After the next platform configuration refresh interval.

Specifies the agent's nickname that is used during chat sessions (displayed to the customer) by a string that can contain regular characters and field codes.

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## chat.pending-response-to-customer

**Default Value:** 30,50

**Valid Values:** A comma-separated list value: warning time, maximum time

**Changes Take Effect:** When the session is started or restarted.

Specifies two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

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## chat.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the application prompts a confirmation message when a user clicks Done. This option is only available for open media interactions. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## chat.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies Whether the application displays a confirmation message when an agent clicks End. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## chat.push-url.max-records

**Default Value:** 20

**Valid Values:** Any positive integer value.

**Changes Take Effect:** When the session is started or restarted.

Specifies maximum size of pushed URL list.

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## chat.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a chat interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## chat.system.text-color

**Default Value:** #606060

**Valid Values:** Valid Hexadecimal (HTML) color code.

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the text for system messages in the Chat view.

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## chat.time-stamp

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the time stamp is displayed in the Chat transcript area.

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## chat.typing-is-enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether typing notification is sent to the contact during a chat interaction. It should be disabled for Chat Server lower than 8.0.1.

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## chat.typing-timeout

**Default Value:** 10

**Valid Values:** A positive integer value.

**Changes Take Effect:** When the session is started or restarted.

Specifies the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.

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## cobrowse.url

**Default Value:**

**Valid Values:** Valid HTTP URL.

**Changes Take Effect:** When the session is started or restarted.

URL of the Co-browse cluster, for example, http://<host>:<port>/cobrowse. Typically, this will be the URL of the load balancer

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## cobrowse.use-replica-logging

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.81

Enables browser logging in the iframe with Co-browse replica application. This option replaces cobrowse.use-slave-logging.

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## cobrowse.use-slave-logging

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Discontinued:** 8.5.202.81

Enables browser logging in the iframe with Co-browse slave application. Genesys is committed to diversity, equality, and inclusivity, including for terms used in our software and documentation. As such, Genesys is removing non-inclusive terms. This option is replaced by cobrowse.use-replication-logging.

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## contact.all-interactions-displayed-columns

**Default Value:** Status,Subject,StartDate,EndDate

**Valid Values:** A comma-separated value list of Contact History items to display in the interaction view MyHistory, for example: Status, Subject, StartDate, EndDate, MediaType

**Changes Take Effect:** When the session is started or restarted.

**Modified:** 8.5.202.94

Specifies the list of interaction attributes that are displayed in the result list of the **Interaction Search** view.

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## contact.all-interactions-quick-search-attributes

**Default Value:** Subject

**Valid Values:** A comma-separated value list of valid interaction attribute names, for example: Subject

**Changes Take Effect:** When the session is started or restarted.

Specifies the interaction attributes that are used to search interactions in the **Quick Search** mode of the **Interaction Search** view.

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## 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 session is started or restarted.

Specifies the possible values for the number of rows per page in the contact directory search result view.

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## contact.cache-timeout-delay

**Default Value:** 600

**Valid Values:** An integer from 1 through 3600.

**Changes Take Effect:** When the session is started or restarted.

Specifies the delay, in seconds, before the cache of the result of a Universal Contact Server request is cleared.

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## contact.date-search-types

**Default Value:** On,OnOrAfter,Before,Between

**Valid Values:** A comma-separated list of the following options: On, OnOrAfter, Before, Between

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [contact.default-directory-page-size](#)

Specifies the list of search types that are available for the agent to use to search the contact database by date.

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## contact.default-directory-page-size

**Default Value:** 10

**Valid Values:** An integer from 1 through 50.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [contact.available-directory-page-size](#)

Specifies the default value for the number of rows per page in the contact directory search result view. The value must be defined in the option [contact.available-directory-page-size](#).

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## contact.directory-default-mode

**Default Value:** ListView

**Valid Values:** A value from the following list: ListView, GridView

**Changes Take Effect:** When the session is started or restarted.

Specifies which view of the Contact Directory is displayed by default.

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- **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.

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## contact.directory-displayed-columns

**Default Value:** LastName,FirstName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names. For example: LastName, FirstName, PhoneNumber, EmailAddress.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of contact fields that are displayed when the results of a contact search are displayed.

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## contact.directory-enabled-modes

**Default Value:** ListView,GridView

**Valid Values:** A comma-separated value list of views from the following list: ListView, GridView.

**Changes Take Effect:** When the session is started or restarted.

Specifies which view of the Contact Directory can be selected.

- **ListView:** Quicker search performance and tokenized search items, but no sort on the result. This view can be enabled only if the 'Contact' index is activated in Universal Contact Server.
- **GridView:** Results are sortable, but the search is less powerful, and the search items are non-tokenized.

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## contact.directory-search-attributes

**Default Value:** LastName,FirstName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names that can be used as search parameters.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of Contact fields that can be used as search parameters.

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## contact.displayed-attributes

**Default Value:** Title,FirstName,LastName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated value list of Attribute Value names that correspond to contact field names.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of contact fields that are displayed when a Contact record is displayed.

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## 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 session is started or restarted.

Specifies which Time Filter option is selected by default in the **Contact History** view when an agent accesses the main history data source:

- All: All interactions from the main Universal Contact Server (UCS) database.
- 1M: Interactions from main UCS database that were created less than 1 month ago.
- 1W: Interactions from main UCS database that were created less than 1 week ago.
- 1D: Interactions from main UCS database that were created less than 1 day ago.

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## 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, MediaType.

**Changes Take Effect:** When the session is started or restarted.

**Modified:** 8.5.202.94

Specifies the list of Contact History items that are displayed in the interaction view.

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## contact.history.media-filters

**Default Value:** \$AllMedia\$,voice,email,chat,twitter,facebook,\$OtherMedia\$

**Valid Values:** A comma-separated value of valid media type names or \$AllMedia\$ or \$OtherMedia\$.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of media types that can be used to filter the Contact History(depends on privilege.contact.can-filter-contact-history), My History(depends on privilege.contact.can-filter-my-history), and the result list of Interaction Search(depends on privilege.contact.can-filter-all-interactions). \$AllMedia\$ allows to add the filter to return any media. \$OtherMedia\$ allows to add the filter returning any media not listed in this option.

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## contact.history-quick-search-attributes

**Default Value:** Subject

**Valid Values:** A comma-separated value list of valid interaction attribute names, for example: Subject. Possible searchable attributes are: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses.

**Changes Take Effect:** When the session is started or restarted.

Specifies the interaction attributes that are used to search interactions in the quick search mode of the **Contact History** view. These attributes should be text attributes. You can use custom interaction attributes. For more information, see [Making an Attribute Searchable from the Desktop](#).

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## contact.history-search-attributes

**Default Value:** Status,StartDate,EndDate,Subject

**Valid Values:** A comma-separated value list of Interaction attributes.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of interaction attributes that an agent can use in **Advanced Search** mode of the **Contact History**, **My History** and **Interaction Search** views. You can also use custom interaction attributes.

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## contact.last-called-agent.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [contact.last-called-agent.<media-type>.enable](#)

Specifies if the last called agent properties are set in the contact when an interaction is presented to the agent. This option is taken into account only when the [contact.last-called-agent.<media-type>.enable](#) option is not defined for the applicable media type

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## contact.last-called-agent.<media-type>.enable

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [contact.last-called-agent.enable](#)

Specifies if the last called agent properties are set in the contact when an interaction of the corresponding media type is presented to the agent. This option overrides the [contact.last-called-agent.enable](#) option. Use the voice-campaign media-type to define the look-up behavior for outbound campaign interactions.

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## contact.lookup.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [contact.lookup.<media-type>.enable](#)

**Related Options:** [contact.lookup.enable-create-contact](#)

Specifies that Universal Contact Server (UCS) lookup is activated for contacts when an interaction is presented to the Agent. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the [contact.lookup.<media-type>.enable](#) option is not specified for the applicable media type.

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## contact.lookup.enable-create-contact

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [contact.lookup.enable](#), [contact.lookup.<media-type>.enable-create-contact](#)

When the value of this option is true and the value of [contact.lookup.enable](#) is also set to true, this option specifies that Universal Contact Server (UCS) creates a contact if the initial search does not find a matching existing contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the [contact.lookup.<media-type>.enable-create-contact](#) option is not specified for the applicable media type.

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## contact.lookup.<media-type>.enable

**Default Value:** true

**Valid Values:** true, false

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**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [contact.lookup.enable](#)

Specifies that the Workspace features that rely on Universal Contact Server (UCS) for contact lookup when an interaction of the given media type is presented to the Agent are activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option overwrites the [contact.lookup.enable](#) option. It is not taken into account when the attached data IdentifyCreateContact is set in the interaction. Use the voice-campaign media-type to define the lookup behavior in the context of outbound campaign interactions.

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## contact.lookup.<media-type>.enable-create-contact

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [contact.lookup.enable-create-contact](#)

When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) creates a contact if the initial search cannot find any existing contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). **Note:** This option overwrites the [contact.lookup.enable-create-contact](#) option. It is not taken into account when the attached data 'IdentifyCreateContact is set in the interaction. Use the voice-campaign media-type to define the lookup and create behavior in the context of outbound campaign interactions.

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## 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 session is started or restarted.

Specifies the list of Contact fields that must be completed for a contact.

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## contact.multiple-value-attributes

**Default Value:** PhoneNumber,EmailAddress

**Valid Values:** A comma separated value list of Attribute Value names that correspond to contact field names.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of contact attributes that can support multiple values.

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## contact.myhistory-default-time-filter-main

**Default Value:** 1M

**Valid Values:** A value from the following list: All, 1M, 1W, 1D

**Changes Take Effect:** When the session is started or restarted.

Specifies which Time Filter option is selected by default in the **My History** view when an agent accesses the main history data source:

- All: All interactions from the main Universal Contact Server (UCS) database.
- 1M: Interactions from main UCS database that were created less than 1 month ago.
- 1W: Interactions from main UCS database that were created less than 1 week ago.
- 1D: Interactions from main UCS database that were created less than 1 day ago.

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## 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, MediaType

**Changes Take Effect:** When the session is started or restarted.

**Modified:** 8.5.202.94

Specifies the list of Contact History items that are displayed in the **MyHistory** view.

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## contact.myhistory-quick-search-attributes

**Default Value:** Subject

**Valid Values:** A comma-separated value list of valid interaction attribute names, for example: Subject. Possible searchable attributes: BccAddresses, CcAddresses, FromAddress, FromPersonal, Id, Mailbox, ReplyToAddress, StructuredText, Subject, Text, TheComment, ToAddresses

**Changes Take Effect:** When the session is started or restarted.

Specifies the interaction attributes that are used to search interactions in the quick search mode of the **My History** view. These attributes must be text attributes. You can use custom interaction attributes. For more information, see [Making an Attribute Searchable from the Desktop](#).

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## contact.ucs-interaction.voice-campaign.enable-create

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Voice Outbound Campaign interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## contact.ucs-interaction.voice.enable-create

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Voice interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## contact.ucs-interaction.voice.enable-create-without-contact

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a voice interaction is created in Universal Contact Server (UCS) when there is no associated contact. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## contact.ucs-interaction.<media-type>.enable-create

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies that the feature that generates the interaction history in Universal Contact Server (UCS) for Open Media Workitem interactions is activated. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## disaster-recovery.enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether Business Continuity (Disaster Recovery) functionality is activated for SIP Server and Genesys Web Services.

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## editor.default-font

**Default Value:** Roboto

**Valid Values:** A value from the following list: the following list: Serif, Sans-serif, Monospace, Cursive, Fantasy, Tahoma, Roboto. Empty means no default font specified.

**Changes Take Effect:** When the session is started or restarted.

Specifies the default font in the Font menu of new and reply HTML format email interactions. If this option is left empty, the last selected font is used for email interactions by default.

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## editor.default-font-size

**Default Value:** 9

**Valid Values:** A value from the following list: the following list: 8, 9, 10, 11, 12, 14, 16, 18, 20, 22, 24, 26, 28, 36, 48, 72. Empty means no default font size specified.

**Changes Take Effect:** When the session is started or restarted.

Specifies the default font size in the Font Size menu of new and reply HTML formatted email interactions. If empty, the last selected font size is used for email interactions by default.

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## editor.font-sizes

**Default Value:** 8,9,10,11,12,14,16,18,20,22,24,26,28,36,48,72

**Valid Values:** Comma-separated list of font sizes from the following list: 8, 9, 10, 11, 12, 14, 16, 18, 20, 22, 24, 26, 28, 36, 48, 72.

**Changes Take Effect:** When the session is started or restarted.

Specifies the font sizes available in the Font Size menu of new and reply HTML formatted email interactions. The sizes are displayed in the order in which they appear in the list.

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## editor.fonts

**Default Value:** Serif,Sans-serif,Monospace,Cursive,Fantasy,Tahoma,Roboto

**Valid Values:** Comma-separated list of fonts from the following list: Serif, Sans-serif, Monospace, Cursive, Fantasy, Tahoma, Roboto.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of available fonts in the Fonts menu of new and reply HTML format email interactions. The fonts are displayed in the order in which they appear in the list.

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## email.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether an email interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

---

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## email.default-queue

**Default Value:**

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the Interaction queue in which new or reply outbound emails are submitted.

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## email.forward.enable-cc-addresses

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether it is possible to add cc addresses when forwarding an inbound email to an external resource.

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## email.forward.enable-instructions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether it is possible for agents to add instructions when forwarding an inbound email to an external resource.

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## email.forward.enable-multiple-to-addresses

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether it is possible to forward an inbound email to multiple external resources.

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---

## email.forward-queue

**Default Value:**

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the Interaction queue where Workspace submits forwarded outbound emails.

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## email.from-addresses

**Default Value:**

**Valid Values:** The name of a valid Business Attribute.

**Changes Take Effect:** When the session is started or restarted.

Specifies a character string that specifies the name of the Business Attribute which contains the Attribute Values that are used as available addresses. These come from the addresses of email interactions. You can set a default value by using the flag from the Business Attribute value. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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---

## email.html-format

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies the format of a new outbound email. When set to true, new email is formatted in HTML.

---

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## email.include-original-text-in-reply

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the text of the original inbound email is included in the outbound reply email. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

---

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## email.inline-forward-header

**Default Value:** \$FullHeader\$

**Valid Values:** Any valid character string.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Specifies the character string that is used to introduce the inbound email content in the body of the inline forward email. The value \$FullHeader\$ inserts the entire header of the inbound email into the inline forwarded email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: "On <date>, <contact> wrote:"

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## email.inline-forward-prefix

**Default Value:** Fwd:

**Valid Values:** Any valid character string.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Specifies the inline forward prefix that is added to subject of the forwarded inbound email.

---

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## email.inline-forward-queue

**Default Value:** No default value

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Specifies the Interaction queue in which in-line forwarded inbound emails are submitted.

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## email.max-attachment-size

**Default Value:** 0

**Valid Values:** A positive integer.

**Changes Take Effect:** When the session is started or restarted.

Specifies the maximum number of megabytes of one file that agents can attach to an external email interaction. The attachment is refused by the system and an error message is displayed to the agent if the size in megabytes of the attached file exceeds this value. The value 0 means that there is no restriction.

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## email.max-attachments-size

**Default Value:** 0

**Valid Values:** A positive integer.

**Changes Take Effect:** When the session is started or restarted.

Specifies the maximum number of total megabytes of files that agents can attach to an external email interaction. An error message is displayed to the agent if the total number of megabytes for all attached files exceeds this value. The value 0 means that there is no restriction.

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## email.outbound-queue

**Default Value:**

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the Interaction Queue in which outbound emails are placed when agents click **Send** or **Send Interim**. This options is used only when Interaction Workflow does not set Queue for New Interactions when it is routing inbound email interactions to agents.

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## email.qa-review-dispositions-business-attribute

**Default Value:****Valid Values:** Any valid character string.**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for qa-review-dispositions code. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

---

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## email.quote-char

**Default Value:** >**Valid Values:** Any valid character string.**Changes Take Effect:** When the session is started or restarted.

For outbound email that is formatted as plain text, specifies the characters that are used to quote the contents of the inbound email interaction in the outbound email interaction body.

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## email.quote-header

**Default Value:** \$FullHeader\$**Valid Values:** Any valid character string.**Changes Take Effect:** When the session is started or restarted.**Introduced:** 8.5.202.04

Specifies the character string that is used to introduce the quoted inbound email content in the body of the outbound email. The value \$FullHeader\$ inserts the entire header of the inbound email into the outbound email. You can also choose to include any other text. The following tags are supported: <contact>, <date>. This enables you to create a custom header, such as: "On <date>, <contact> wrote:"

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## email.reply-format

**Default Value:** auto**Valid Values:** Select a value from the following list: auto, html, plain-text.**Changes Take Effect:** When the session is started or restarted.

Specifies the format of an outbound email reply:

- auto: outbound email reply format is the same as corresponding inbound email.

- `html`: outbound email reply format is forced to `html`.
- `plain-text`: outbound email reply format is forced to `plain text`.

---

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## email.reply-prefix

**Default Value:** `Re:`

**Valid Values:** Any valid character string.

**Changes Take Effect:** When the session is started or restarted.

Specifies the reply-prefix that is added to subject of the inbound email.

---

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## email.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the `|` separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file Workspace plays when an email interaction is ringing. For example: `'BELL|7|0'`. The value has three components that are separated by the pipe (`|`) character. The first is the sound file name (the `BELL`, `RING`, `CHORD` or `WARNING` predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- `-1` — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- `0` — play the whole sound once
- an integer greater than `0` — the length of time, in milliseconds, to play and repeat the sound

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## email.signature

**Default Value:**

**Valid Values:** The type and location of the signature template in the following format:

`"response:<path to the standard response>"`.

**Changes Take Effect:** When the session is started or restarted.

Specifies the type and location of the signature template that Workspace should add to outbound emails. The value has two components that are separated by a colon:

1. `"response"`

2. The standard response name and the full path of the parent category in the Standard Response Library.

For example, "response:Signatures\Classic".

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## email.signature.line-<n>

**Default Value:**

**Valid Values:** Any valid character string.

**Changes Take Effect:** When the session is started or restarted.

Specifies the row number of the signature by a string that can contain regular characters and the following field codes: \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$. <n> is starting at 0. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## expression.email-address

**Default Value:** (\w+([-+.]w+)\*@\w+([-.]w+)\*\.\w+([-.]w+)\*

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

Specifies the regular expression that identifies a email address in the chat.

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## expression.phone-number

**Default Value:** ^[\(\)\-\.\+\d\s\*#][0-9]+(\-\.\+\d\s\*#)/\$

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

Specifies the regular expression that identifies a phone number in the chat or SMS transcript. This option can be overridden by a routing strategy as described in this [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:** When the session is started or restarted.

**Related Options:** [expression.team-communicator-phone-number](#)

Specifies the characters that are permitted when building a request to the T-Server that relies on a phone number. Any other characters from the original string coming from the User Interface are removed. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## expression.team-communicator-email-address

**Default Value:** A valid regular expression.

**Valid Values:** `^([A-Za-z0-9._-]+)@([A-Za-z0-9.-]+\.[A-Za-z]{2,6})$`

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.201.97

Specifies the regular expression used to recognize an email address of a target entered in the Team Communicator.

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## expression.team-communicator-phone-number

**Default Value:** `^[\\(\\)\\-\\.\\+\\d\\s\\*#]*[\\d]+[\\(\\)\\-\\.\\+\\d\\s\\*#/*]*$`

**Valid Values:** A valid regular expression.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [expression.phone-number.supported-characters](#)

Specifies the regular expression used to recognize a phone number of a target entered in the Team Communicator when it is used to start a call, a transfer, or a conference. If the number entered by the agent in the Team Communicator edit box matches this expression, the 'Call' or 'Start Voice Consultation' or 'Instant Transfer' or 'Instant Conference' action is enabled for this number. When the agent executes the action, the entered phone number is modified by the logic specified by the [expression.phone-number.supported-characters](#) option before the telephony operation is executed.

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## expression.url

**Default Value:** `(http:\\\\(www.)?)`

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

Specifies the regular expression that identifies a URL in the Case Information area. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## facebook.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a Facebook interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## facebook.comments-pagination-size

**Default Value:** 2

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number of comments are initially displayed and then added when Show More is clicked.

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## facebook.default-queue

**Default Value:** Facebook Outbound Queue

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the name of the default queue in the configuration layer.

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## facebook.outbound-queue

**Default Value:** Facebook Outbound Queue

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

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## facebook.prompt-for-done

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies if the application prompts a confirmation message when the user clicks **Done**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## facebook.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file that is played when a Facebook interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## facebook-session.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a Facebook private message interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## im.agent.prompt-color

**Default Value:** #385078

**Valid Values:** Valid Hexadecimal (HTML) color code

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**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the prompt for the messages that are entered by the agent in the IM view.

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## im.agent.text-color

**Default Value:** #385078

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the text of the messages that are 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 session is started or restarted.

Specifies whether an IM interaction is automatically accepted and joined when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## im.new-message-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the configuration string for the new IM message sound. For example: 'BELL|7|0'. The value has three components that are separated by the character '|'. The first is the sound file name (BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## im.other-agent.prompt-color

**Default Value:** #D88000

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the text of the messages that are entered by the target another agent in the IM view.

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## im.other-agent.text-color

**Default Value:** #D88000

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

Specifies the text color of messages the other agent enters in the IM view.

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## im.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies if the application prompts a confirmation message when a user clicks **End**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## im.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file that is played when Instant Messaging interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe '|' character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.

- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## im.system.text-color

**Default Value:** #606060

**Valid Values:** Valid Hexadecimal (HTML) color code.

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the text for system messages in the IM view.

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## im.time-stamp

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the time stamp is displayed in the IM transcript area.

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## im.toast-timeout

**Default Value:** 10

**Valid Values:** Any positive integer value.

**Changes Take Effect:** When the session is started or restarted.

Specifies 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.

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## interaction-bar.quick-access-modes

**Default Value:** Pinned,Floating

**Valid Values:** Pinned, Floating

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [interaction-bar.quick-access-modes.<media-type>](#)

Specifies the list of modes that are available to present interactions. The available modes are:

- **Pinned:** the interaction view occupies the full available size, shared with Supporting Views like **Contact** and **Responses**.
- **Floating:** the interaction view is presented in a floating window that is painted above any other kind of content and that fits the visual material to display. This view cannot display content displayed on the right part, such as **Contact Profile** or **Responses**.

When more than one mode is specified, by default the first mode in the configured list is used. The end user can switch from one mode to the other using a dedicated control. For a given media type, this option can be overridden by option `interaction-bar.quick-access-modes.<media-type>`.

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## interaction-bar.quick-access-modes.<media-type>

**Default Value:** Pinned,Floating

**Valid Values:** Pinned, Floating

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [interaction-bar.quick-access-modes](#)

Use this option as a template to specify the list of modes available to present interactions of the given media type. The available modes are:

- **Pinned:** the interaction view occupies the full available size, shared with Supporting Views like **Contact** and **Responses**.
- **Floating:** the interaction view is presented in a floating window that is painted above any other kind of content and that fits the visual material to display. This view cannot display content displayed on the right part, such as **Contact Profile** or **Responses**.

When more than one mode is specified, by default the first mode in the configured list is used. The end user can switch from one mode to the other using a dedicated control. When it is defined for a media type, this option overwrites the definition of the generic option `interaction-bar.quick-access-modes`.

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## interaction.case-data.content

**Default Value:** History,CaseData

**Valid Values:** History, CaseData

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [interaction.case-data.format-business-attribute](#)

Specifies the content of the Case Information area in the interaction. The CaseData key enables the display of the attached data that is defined by the `interaction.case-data.format-business-attribute` option. The History key enables the display of interaction history information like the Origin field. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.case-data.enable-hyperlink

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [expression.url](#)

Specifies whether a hyperlink that is part of the case information may be displayed. See also the [expression.url](#) option. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.case-data.format-business-attribute

**Default Value:**

**Valid Values:** The name of a valid Business Attribute.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [interaction.case-data.order](#)

Specifies the name of the Business Attribute that contains the Business Attribute values that are used to filter and render attached data in the interaction. This option can be overridden by a routing strategy as described in the [Configuration Guide](#). You can define the display order of Business Attribute Values by creating an `interaction-workspace` section in the annex of the Business Attribute, then add the [interaction.case-data.order](#) option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in `interaction.case-data.order` option are put at the bottom of the list.

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## interaction.case-data.frame-color

**Default Value:** #17849D

**Valid Values:** Valid Hexadecimal (HTML) color code.

**Changes Take Effect:** When the session is started or restarted.

Specifies the color of the border of the Case Data view frame. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.case-data.header-foreground-color

**Default Value:** #FFFFFF

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** When the session is started or restarted.

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Specifies the color of the foreground of the Case Data view header. Example #FFFFFF for white color. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.case-data.is-read-only-on-idle

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

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 this [Deployment Guide](#).

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## interaction.disposition.cache-timeout-delay

**Default Value:** -1

**Valid Values:** From -1, 0, or any positive integer value.

**Changes Take Effect:** When the session is started or restarted.

Specifies the delay, in seconds, before the cache of a disposition request result is cleared. If set to -1, the dispositions are kept in cache until the browser page is refreshed, or until the agent logs out and logs back in.

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## interaction.disposition.folder-name-depth-<n>

**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 session is started or restarted.

Specifies the Attached Data key that stores the n-th level of the disposition folder hierarchy. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.disposition.is-expanded-on-display

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

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Specifies whether the disposition tree is expanded rather than collapsed when displayed:

- true: Expand all dispositions
- false: Collapse all dispositions

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## interaction.disposition.is-mandatory

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether it is mandatory for the agent to set a disposition code before Marking Done an interaction. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.disposition.is-read-only-on-idle

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

If the value of this option is set to true, changes to case data after a voice interaction has been released are prevented. When values are modified or added after the voice call is released, the update is pushed to the back-end as a User Event when an agent clicks **Done**. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## 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:** When the session is started or restarted.

Specifies the key that is used to populate attached data or a user event when a disposition code is submitted to the back-end system, such as T-Server, Interaction Server, and Contact Server. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.disposition.use-attached-data

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies that attached data can be added to the interaction in UserEvent. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## interaction.disposition.value-business-attribute

**Default Value:** DispositionCode

**Valid Values:** The name of a valid Business Attribute.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Attribute Values that are used as an enumerated value for a disposition code. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## 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 session is started or restarted.

Specifies the possible values for the number of rows per page in the Interaction Management content view. Values greater than 100 are not recommended due to performance impact. The maximum value depends on the content of interactions and the robustness of your network. If you specify a value that is too high, the request to get a snapshot fails and an error message is displayed.

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## interaction-management.default-interaction-page-size

**Default Value:** 10

**Valid Values:** An integer value between 1 and 50.

**Changes Take Effect:** When the session is started or restarted.

Specifies the default value for the number of rows per page in the Interaction Management content view.

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## interaction-management.filters

**Default Value:**

**Valid Values:** A comma-separated list of Filter names.

**Changes Take Effect:** When the session is started or restarted.

Specifies the filters that are displayed to the supervisor for interaction management. The filter names refer to the names of the Application Option sections that define the Filters. See [Creating Interaction Filters for Team Leads](#) for more information.

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## interaction-management.interactions-filter.displayed-columns

**Default Value:** From,To,Subject,Received

**Valid Values:** A comma-separated list of attached data, for example: From,Subject,Received

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of interaction fields that are displayed as columns in the Interaction Queue view.

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## interaction.override-option-key

**Default Value:**

**Valid Values:** An attached data key name (string). The list is provided in the Attached Data in the strategy.

**Changes Take Effect:** When the session is started or restarted.

Specifies that certain application options can be overridden by using a transaction object. The value of this option provides the key name of the attached data that contains the list of transaction objects.

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## interaction.reject-route

**Default Value:**

**Valid Values:** A string that represents an attached data key.

**Changes Take Effect:** When the session is started or restarted.

Workspace enables the **Reject** voice call operation in SIP Server environments that use multi-site routing. The reject route mechanism has been extended to accommodate different types of 'reject'



implementations, depending on the context. Use this option to enable the reject route mechanism by specifying a string as a key to be used at run-time to retrieve the behavior description from the interaction user data. It is the responsibility of the administrator to define the multi-site reject criteria.

The reject route is specified in the interaction user data in the following format: <reject-method>:<dn>@<switch>.

When reject-method is specified, ensure that the following characters are also specified: :, @, and the switch field. The following are possible values for the reject-method attribute:

- sst - Reject applies the following action: SingleStepTransfer(OtherDN=<dn>,Location=<switch>).
- release - Reject applies the following action: releaseCall. This value must be applied when the value of the **TServer/divert-on-ringing** SIP Server configuration option is set to false.

### Warning

If the value of dn@switch corresponds to the same routing point as the one that is handling the call that is being delivered to the agent, the action will succeed only if the value of the **TServer/divert-on-ringing** SIP Server configuration option is set to true.

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## interaction.web-content

### Default Value:

**Valid Values:** A comma-separated list of option section names that correspond to web extension views. For example: Extension1, Extension2

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of Web Applications that are configured to be displayed at the Interaction level. Refer to the [Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## intercommunication.chat.queue

### Default Value:

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for Chat. The following attached data are added by Workspace:

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IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBa

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## intercommunication.chat.routing-based-actions

**Default Value:** InitTransfer,OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: InitTransfer, OneStepTransfer, OneStepConference.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [intercommunication.chat.routing-based-targets](#)

Specifies the list of routing based actions that an agent is allowed to perform.

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## 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:** When the session is started or restarted.

**Dependencies:** [intercommunication.chat.routing-based-actions](#)

Defines the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.chat.routing-based-actions](#) option. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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## intercommunication.email.queue

**Default Value:**

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Interaction Queue that is used by the routing based feature for email. The following attached data are added by Workspace:

IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBa

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## intercommunication.email.routing-based-actions

**Default Value:** OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list: OneStepTransfer.

**Changes Take Effect:** When the session is started or restarted.

---

**Related Options:** [intercommunication.email.routing-based-targets](#)

Specifies the list of routing based actions that an agent is allowed to perform.

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## 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:** When the session is started or restarted.

**Dependencies:** [intercommunication.email.routing-based-actions](#)

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.email.routing-based-actions](#) option. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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## intercommunication.im.routing-based-actions

**Default Value:** MakeIM

**Valid Values:** A comma-separated list of valid operation names from the following list: MakeIM.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [intercommunication.im.routing-based-targets](#)

Specifies the list of Routing Based Actions that an agent may perform.

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## intercommunication.im.routing-based-targets

**Default Value:**

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, RoutingPoint

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [intercommunication.im.routing-based-actions](#)

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.im.routing-based-actions](#) option. **Note:** The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

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## intercommunication.im.routing-points

**Default Value:**

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**Valid Values:** A call number name in the following format: \$dn\_name\$.

**Changes Take Effect:** When the session is started or restarted.

Determines the call number that is used by the Routing Base feature. The following attached data are added by Workspace:

IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBa

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## intercommunication.voice.consultation-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for a consultation.

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## intercommunication.voice.make-call-caller-id-business-attribute

**Default Value:**

**Valid Values:** The name of a valid Business Attribute.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Attribute Values that are used as outbound caller IDs. This option is only applicable for external calls.

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## intercommunication.voice.make-call-caller-id-enable-anonymous

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.voice.can-use](#)

Specifies whether anonymous is enabled on make call with caller id. This option is only applicable for external calls. This functionality can currently only be used in conjunction with the SIP Server **TServer/enforce-p-asserted-identity** option configured on the outbound PSTN Trunk DN. This must be configured in the environment where the PSTN Provider (Carrier) implements Calling Line Identification Restriction (CLIR) and allows masking the displayed number (Caller ID) only if privacy SIP headers are correctly constructed and "anonymous@anonymous.invalid" is specified in the From

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field.

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## intercommunication.voice.make-call-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for making call.

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## 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:** When the session is started or restarted.

**Related Options:** [intercommunication.voice.routing-based-targets](#)

Specifies the list of Routing Based Actions that an agent may perform.

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## intercommunication.voice.routing-based-targets

**Default Value:**

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, RoutingPoint, TypeDestination, OutboundRecord, Contact

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [intercommunication.voice.routing-based-actions](#)

Specifies the list of targets that are contacted through the routing based mechanism for the requests that are defined by the [intercommunication.voice.routing-based-actions](#) option. **Note:** The targets AgentGroup and Skill are always addressed through routing; therefore, they are not affected by this option.

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## intercommunication.voice.routing-points

**Default Value:**

**Valid Values:** The call number names of the routing point in the following format:

\$dn\_name@switch\$

**Changes Take Effect:** When the session is started or restarted.

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---

Specifies the call number that is used by the Routing Base feature for outbound calls. The following attached data are added by Workspace:

IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBa

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## intercommunication.voice.single-step-conference-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for a single step conference.

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## intercommunication.voice.single-step-transfer-enabled

**Default Value:** Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill

**Valid Values:** A comma-separated list of valid object types from the following list: Agent, AgentGroup, RoutingPoint, Contact, TypeDestination, Skill.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of targets enabled in Team Communication for a single step transfer.

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## intercommunication.<media-type>.queue

**Default Value:**

**Valid Values:** Name of a valid Script object of type Interaction Queue

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Interaction Queue that is used by the 'routing based' feature for a Workitem. The following attached data are added by Worskpace:

IW\_RoutingBasedOriginalEmployeeId, IW\_RoutingBasedTargetId, IW\_RoutingBasedTargetType, IW\_RoutingBasedReq

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## intercommunication.<media-type>.routing-based-actions

**Default Value:** OneStepTransfer

**Valid Values:** A comma-separated list of valid operation names from the following list:

OneStepTransfer.

**Changes Take Effect:** When the session is started or restarted.

---

Specifies the list of 'routing based' actions that an agent is allowed to perform.

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## 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:** When the session is started or restarted.

Specifies 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.

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## keyboard.shortcut.interaction.next

**Default Value:** Alt+N

**Valid Values:** The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

**Changes Take Effect:** When the session is started or restarted.

Specifies the combination of keys that can be used as a keyboard shortcut to jump to the next case interaction.

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## keyboard.shortcut.interaction.previous

**Default Value:** Alt+B

**Valid Values:** The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

**Changes Take Effect:** When the session is started or restarted.

Specifies the combination of keys that can be used as a keyboard shortcut to jump to the previous case interaction.

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## keyboard.shortcut.jump-to-last-error

**Default Value:** Alt+L

**Valid Values:** The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

**Changes Take Effect:** When the session is started or restarted.

Specifies the combination of keys that can be used as a keyboard shortcut to jump the focus to the last error.

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## knowledge-center.auth-active

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a basic HTTP authentication scheme is used to provide secure browser history requests to the Knowledge Center Server.

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## knowledge-center.auth-password

**Default Value:** No default value

**Valid Values:** A valid password

**Changes Take Effect:** When the session is started or restarted.

Specifies the password used to authenticate browser history requests to the Knowledge Center Server.

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## knowledge-center.auth-user

**Default Value:** No default value

**Valid Values:** Valid user ID

**Changes Take Effect:** When the session is started or restarted.

Specifies the user ID used to authenticate browser history requests to the Knowledge Center Server.

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## knowledge-center.customerId

**Default Value:** No default value

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** When the session is started or restarted

Specifies the name of the contact attribute that is used to match with a customerId.

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## knowledge-center.kbId

**Default Value:** No default value

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the key that stores the knowledge base Id in the attached interaction data that this interaction is related to.

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## knowledge-center.question

**Default Value:** No default value

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the key that stores the last question a customer asked the knowledge system. The attached interaction data includes this key.

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## knowledge-center.sessionId

**Default Value:** No default value

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** When the session is started or restarted.

Specifies the key name that stores the knowledge session Id in the attached data of the interaction.

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## knowledge-center.url

**Default Value:** No default value

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**Valid Values:** Valid HTTP URL.

**Changes Take Effect:** When the session is started or restarted.

URL of the Knowledge Center cluster. For example, <http://host:port/gks-server/v1>. Typically, this is the load balancer's URL.

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## kpi.displayed-kpis

**Default Value:**

**Valid Values:** A comma-separated list of KPI names.

**Changes Take Effect:** When the session is started or restarted.

Specifies the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that are defining the KPIs.

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## login.list-available-locales

**Default Value:**

**Valid Values:** Comma-separated list of valid locale names based on format LanguageCode-CountryCode from the following list: \$All\$, pt-BR, fr-FR, fr-CA, de-DE, ja, es, ko.

**Changes Take Effect:** When the session is started or restarted.

Specifies the language that the agent can select at login time.

Either, set this option empty to prevent the agent from selecting the language or set this option to \$All\$ to get all the languages available, or set this option to a list of languages (possible values are Brazilian (pt-BR), French (fr-FR), French Canadian (fr-CA), German (de-DE), Japanese (ja), Spanish (es)). English is the default language, and will always be available.

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## login.prompt-place

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the agent must enter his place in the login window. When this option is set to true, a new page is displayed during the login phase to specify a place. Enabling this option disables [login.voice.prompt-dn-less-phone-number](#). Do not enable this option if the [privilege.sipendpoint.can-use](#) privilege is granted.

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## login.store-recent-place

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the most recently used Place is stored. This option is available if the login.prompt-place option is set to true.

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## login.voice.auto-not-ready-reason

**Default Value:**

**Valid Values:** A valid not ready reason.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [login.voice.is-auto-ready](#)

If the Voice channel is automatically set to NotReady when the agent logs in, this option specifies the NotReady Reason code.

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## login.voice.dn-less-phone-number.valid-format

**Default Value:**

**Valid Values:** A string

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [login.voice.expression.dn-less-phone-number](#)

Specifies the correct format information to be displayed to the agent when the DN less phone number format is not correct.

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## login.voice.expression.dn-less-phone-number

**Default Value:**

**Valid Values:** A regular expression

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [login.voice.dn-less-phone-number.valid-format](#)

Specifies the valid format for a new phone number. A regular expression can be used to check the DN-less phone number format in the login window.

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## login.voice.is-auto-ready

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [login.voice.auto-not-ready-reason](#)

Specifies whether the voice channels are in the Ready state at login.

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## login.voice.list-available-queues

**Default Value:**

**Valid Values:** Comma-separated list of ACD Queues.

**Changes Take Effect:** When the session is started or restarted.

Specifies the ACD Queues that are displayed in the login window. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If a single queue is specified and the value of the [login.voice.prompt-queue](#) no queue information is displayed during login.

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## login.voice.nb-dn-less-phone-number-stored

**Default Value:** No default value

**Valid Values:** 0 to 10

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [login.voice.prompt-dn-less-phone-number.enable-dynamic-dn](#)

**Introduced:** 8.5.202.04

Specifies the number of phone numbers which are stored for the agent. For this option to apply, the value of [login.voice.prompt-dn-less-phone-number.enable-dynamic-dn](#) must be true.

- 0 — no phone number is pre-filled in the second login screen.
- 1 — the last entered phone number is displayed in the second login screen.
- A number greater than 1 specifies the maximum number of phone numbers that can be displayed in the second login screen.

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## login.voice.prompt-dn-less-phone-number

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [login.prompt-place](#)

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Specifies whether a new page is displayed during the login phase to show the current phone number assigned to the agent and also permits the agent to update it. This option is specific to SIP Server environment with no Config Server proxy connected to GWS.

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## login.voice.prompt-dn-less-phone-number.enable-dynamic-dn

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Specifies whether the agent should be prompted for a DN-less phone number, and the agent's phone number is updated. A dynamic DN is used for the agent. This is only supported with SIP Server TServer 8.1.102.89 or higher. This feature does not require write privileges on Configuration Server.

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## login.voice.prompt-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session 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.workmode

**Default Value:** unknown

**Valid Values:** A value from the following list: unknown, auto-in, manual-in.

**Changes Take Effect:** When the session is started or restarted.

Specifies the workmode that is applied when the voice DN logs in. To determine whether your switch supports the workmode, refer to the Deployment Guide of the relevant T-Server.

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## main-window.window-title

**Default Value:** \$Window.Title\$

**Valid Values:** One or more of the following field codes and/or any text string: \$Window.Title\$, \$Application.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$

**Changes Take Effect:** When the session is started or restarted.

Specifies the title of the browser window or tab. You can specify any string and/or combination of valid field codes up to the maximum width of the browser window title bar or tab. If all field codes are empty, the following field codes are used: \$Window.Title\$.

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## openmedia.workitem-channels

**Default Value:**

**Valid Values:** A comma-separated list of valid Media Types.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of Workitem channels an agent may use.

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## outbound.call-result-automatically-selected

**Default Value:**

**Valid Values:** Any available call result value.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.outbound.can-use](#), [outbound.call-result-values](#)

Specifies the call result to be selected by default for outbound records. The specified call result must be defined by the values that are specified for the [outbound.call-result-values](#) option. If set to an empty value, the current call result of the outbound record is selected, or unknown is selected if there is no current value.

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## outbound.call-result-values

**Default Value:** Answered,AnsweringMachine,Busy,NoAnswer,WrongNumber

**Valid Values:** One or more items from the following list: Abandoned (Abandoned), AgentCallbackError (Agent Callback Error), AllTrunksBusy (All Trunks Busy), Answered (Answered), AnsweringMachine (Answering Machine), Busy (Busy), CallDropError (Call Drop Error), DialError (Dial Error), DoNotCall (Do Not Call), Dropped (Dropped), DroppedNoAnswer (Dropped No Answer), FaxDetected (Fax Detected), GeneralError (General Error), GroupCallbackError (Group Callback Error), NoAnswer (No Answer), NoDialTone (No Dial Tone), NoEstablished (No Established), NoFreePortError (No Free Port Error), NoProgress (No Progress), NoRingback (No Ringback), NuTone (Nu Tone), Ok (Ok), PagerDetected (Pager Detected), Silence (Silence), SitDetected (Sit Detected), SitInvalidNum (Sit Invalid Num), SitNoCircuit (Sit No Circuit), SitOperintercept (Sit Operintercept), SitReorder (Sit Reorder), SitUnknown (Sit Unknown), SitVacant (Sit Vacant), Stale (Stale), SwitchError (Switch Error), SystemError (System Error), TransferError (Transfer Error), Unknown (Unknown), WrongNumber (Wrong Number), WrongParty (Wrong Party)

**Changes Take Effect:** At the next interaction.

**Dependencies:** [privilege.outbound.can-use](#)

---

**Related Options:** [outbound.call-result-automatically-selected](#)

Specifies the list of call results that are available for the agent to use for an outbound interaction. The call results are displayed in the order in which they appear in the list.

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## outbound-callback.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.outbound.can-use](#)

Specifies the outbound callback ringing sound configuration string of a scheduled callback pushed to the agent as a preview. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## outbound.preview.max-simultaneous-preview-record

**Default Value:** -1

**Valid Values:** An integer.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.outbound.can-use](#)

Specifies the maximum number of simultaneous Outbound Preview records an agent can view in the interaction window. A 0 or a negative value indicates no limit.

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## outbound.treatment-mode

**Default Value:** An empty string.

**Valid Values:** personal, campaign

**Changes Take Effect:** When the session is started or restarted.

Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If not set or set to an invalid value, no treatment is applied for the outbound record. This option can be overridden by a routing strategy as described in the Configuration Guide.

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## permissions.agent-group.exclude

**Default Value:** No default value

**Valid Values:** A comma-separated list of Agent Groups or Virtual Agent Groups; empty means Workspace doesn't exclude any agent groups or virtual agent groups.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [permissions.agent-group.restrict](#)

**Introduced:** 8.5.202.04

**Modified:** 8.5.202.50

Specifies the list of agent groups or virtual agent groups to be excluded from searches and statistics. This option is overridden by the [permissions.agent-group.restrict](#) option.

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## permissions.agent-group.restrict

**Default Value:** No default value

**Valid Values:** A comma-separated list of Agent Groups or Virtual Agent Groups; empty means no filtering.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.23

**Modified:** 8.5.202.50

**Related Options:** [permissions.agent-group.exclude](#)

Specifies the list of agent groups or virtual agent groups that are returned for searches and statistics. Overrides the [permissions.agent-group.exclude](#) option.

---

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---

## presence.evaluate-presence

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the presence (availability) of an agent or agent group (when configured) is shown in Team Communicator in the search results.

---

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---

## privilege.active-recording.can-monitor-recording

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.



**Dependencies:** [privilege.active-recording.can-use](#)

Specifies whether the call monitoring indicator is displayed to agents when their calls are being recorded. The Call Recording functionality (for VoIP/SIP enabled agents only) enables you to record the current voice interaction with a contact or an internal target.

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---

## privilege.active-recording.can-pause

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.active-recording.can-use](#)

Enables an agent to pause the Active Recording.

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---

## privilege.active-recording.can-resume

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.active-recording.can-use](#)

Enables an agent to resume the Active Recording.

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---

## privilege.active-recording.can-start

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.active-recording.can-use](#)

Enables an agent to start the Active Recording.

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---

## privilege.active-recording.can-stop

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.active-recording.can-use](#)

Enables an agent to stop the Active Recording.

---

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---

## privilege.active-recording.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to use the Active Recording functionality.

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---

## privilege.chat.can-click-to-dial

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.chat.can-use](#), [expression.phone-number](#)

Enables the agent to use the Click to Dial feature associated with the [expression.phone-number](#) option.

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---

## privilege.chat.can-click-to-email

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.chat.can-use](#), [expression.email-address](#)

Enables the agent to use the Click to Email feature associated with the [expression.email-address](#) option.

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---

## privilege.chat.can-decline

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to decline incoming chat interactions.

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---

## privilege.chat.can-one-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use the instant chat conference feature.

---

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## privilege.chat.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use the instant chat transfer feature.

---

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## privilege.chat.can-push-url

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to push URL's to customers during chat sessions.

---

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## privilege.chat.can-release

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to manually end chat conversations.

---

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## privilege.chat.can-release-consultation

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

---

Enables the agent to manually end chat consultations.

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---

## privilege.chat.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to set the disposition code on chat interactions.

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---

## privilege.chat.can-two-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables chat conference in two steps, started by a chat consultation.

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---

## privilege.chat.can-two-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables chat transfer in two steps, started by a chat consultation

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---

## privilege.chat.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use the Chat channel.

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---

## privilege.chat.show-monitoring.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to be informed that the current chat interaction is monitored by a supervisor.

---

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## privilege.cobrowse.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

The agent is permitted to use the Co-Browse feature.

---

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## privilege.contact.can-advanced-search-all-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to do advanced searches of all interactions.

---

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## privilege.contact.can-advanced-search-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to do advanced searches within the **Contact History** view.

---

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## privilege.contact.can-advanced-search-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to do advanced searches within **My History**.

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---

## privilege.contact.can-create-contact

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to create contacts.

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---

## privilege.contact.can-delete-contact

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to delete contacts from the contact database.

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---

## privilege.contact.can-filter-all-interactions

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to filter interactions in the **Interaction Search** view.

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---

## privilege.contact.can-filter-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to filter interactions in the **Contact History** view.

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---

## privilege.contact.can-filter-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to filter interactions within the **My history** view.

---

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## privilege.contact.can-inline-forward.email.from-history

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Enables agents to forward email interactions from the Interaction History that are marked as Done.

---

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## privilege.contact.can-open.email.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to open in-progress email from the interaction history. Depends on 'Contact - Can Use'.

---

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## privilege.contact.can-open.<media-type>.from-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to open in-progress workitems of the corresponding media-type from history. Depends on 'Contact - Can Use'.

---

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## privilege.contact.can-search-all-interactions

**Default Value:** false

---

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to search among all interactions.

---

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## privilege.contact.can-search-contact-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to search for interactions in the **Contact History** view.

---

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## privilege.contact.can-search-my-history

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to search for interactions in the **My History** view.

---

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## privilege.contact.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables access to the Contact features.

---

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## privilege.contact.can-use-assign-contact

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to assign a contact to an interaction.



---

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---

## privilege.contact.can-use-contact-directory

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to view and search the Contact Directory.

---

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---

## privilege.contact.can-use-contact-history

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to access the **Contact History** view.

---

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---

## privilege.contact.can-use-contact-history-case-data

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to see the case information of interactions in the **Contact History** view.

---

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---

## privilege.contact.can-use-contact-history-detail

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to see the detail of interactions in the **Contact History** view.

---

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---

## privilege.contact.can-use-contact-history-notepad

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to see notes about interactions in the **Contact History** view.

---

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## privilege.contact.can-use-contact-information

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to view and manage contact information.

---

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## privilege.contact.can-use-contact-myhistory

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Allows an agent to access their own history of interactions with contacts.

---

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## privilege.contact.can-use-interaction-notepad

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to display and edit the interaction notepad while handling an interaction.

---

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## privilege.contact.can-use-save-contact

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to commit (save) modifications to contact information.

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---

## privilege.email.can-add-attachment

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to add attached files to outbound emails.

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---

## privilege.email.can-decline

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to decline incoming email interactions. Depends on 'Email - Can Use Email Channel'.

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---

## privilege.email.can-delete

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to delete outbound email interactions.

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---

## privilege.email.can-forward

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to forward email interactions.

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---

## privilege.email.can-inline-forward

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Enables agents to forward an email inline instead of as an attachment.

---

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## privilege.email.can-mark-done

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to mark done an inbound email interaction without further processing.

---

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## privilege.email.can-move-to-workbin

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to move email interactions to workbins.

---

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## privilege.email.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to one-step transfer email interactions.

---

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## privilege.email.can-reply

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to reply to inbound email interactions.

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---

## privilege.email.can-reply-all

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to reply to all parties included in the distribution of inbound email interactions.

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---

## privilege.email.can-save

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to save in-progress outbound email interactions.

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---

## privilege.email.can-send

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to send ourgoing email interactions.

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---

## privilege.email.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use the Email channel.

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---

## privilege.facebook.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

When the value of this option is set to `true`, the agent is permitted to use the Facebook channel.

---

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## privilege.facebook-session.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

When the value of this option is set to `true`, the agent is permitted to use Facebook Private Messaging on the Facebook channel.

---

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## privilege.im.can-make

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Allows an agent to create a new instant messaging session from any area that has this functionality.

---

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## privilege.im.can-release

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to manually end an IM session.

---

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## privilege.im.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use the IM channel.

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---

## privilege.interaction-management.can-move-to-queue

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables supervisors to move interactions to a queue.

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---

## privilege.interaction-management.can-move-to-workbin

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables supervisors to move interactions to a workbin.

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---

## privilege.interaction-management.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables supervisors to access the Interaction Management feature.

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---

## privilege.interaction-management.case-data.can-edit

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables supervisors to edit case data for interactions directly from Workbins and Interaction Queues without pulling the interactions first.

---

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---

## privilege.knowledge-center.can-author

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to suggest new content to knowledge bases.

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---

## privilege.knowledge-center.can-use

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Permission to use the Knowledge center. The plugin only loads if the value of this option is set to true.

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---

## privilege.my-team-workbins.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables access to My Team Workbins.

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---

## privilege.myagents.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables supervisors to access the **My Agents** view, where they can view and update the state for agents in the groups they supervise. Supervisors can also remotely log off agents from media channels in this view.

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---



## privilege.mychannels.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to access the **My Channels** tab.

---

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## privilege.mychannels.pending-state.can-use

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Enables the pending state to be displayed in the My Channels view while the agent is engaged in a call, chat, or email interaction. When the value of this option is set to true, if an agent sets his or her status to Not Ready or Not Ready Reason while he or she is still handling an interaction, the timer for that state will not start until the call is released, the chat is ended, or the email is sent or put into a workbin.

---

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## privilege.mymessages.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Allows an agent to access the **My Messages** tab.

---

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## privilege.outbound.can-cancel-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to cancel a preview record. If an agent cancels a preview record, it is not processed again during the current campaign.

---

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---

## privilege.outbound.can-dial-alternative-chained-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to dial a number from the preview record chain that is different than the number selected by the system.

---

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## privilege.outbound.can-get-next-preview-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to request a new preview record while processing of the previous preview record terminates.

---

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## privilege.outbound.can-mark-do-not-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to mark a contact as Do Not Call.

---

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## privilege.outbound.can-reject-record

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to decline a preview record. If an agent declines a preview record, it can be processed by another agent in the campaign.

---

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## privilege.outbound.can-reschedule

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [privilege.outbound.can-reschedule-before-call](#)

Enables an agent to reschedule an outbound record for an active call. Use the [privilege.outbound.can-reschedule-before-call](#) privilege to allow rescheduling before the call is dialed.

---

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## privilege.outbound.can-reschedule-before-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.outbound.can-reschedule](#)

Enables an agent to reschedule an outbound record before calling the contact.

---

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## privilege.outbound.can-reschedule-on-new-number

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.outbound.can-reschedule](#)

Enables an agent to reschedule an outbound record on a new number (which adds a new record to the chain).

---

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## privilege.outbound.can-set-call-result

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to set a call result to the outbound record.

---

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## privilege.outbound.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables access to the Outbound Campaign functions.

---

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## privilege.outbound.push-preview.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to participate in an Outbound push-preview campaign.

---

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## privilege.screen-recording.can-use

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables the usage of Screen Recording Client.

---

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## privilege.sipendpoint.can-change-microphone-volume

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables agents to change the volume of the microphone.

---

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## privilege.sipendpoint.can-change-speaker-volume

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables agents to change the volume of the speaker.

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---

## privilege.sipendpoint.can-mute-microphone

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to mute and unmute the microphone. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

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---

## privilege.sipendpoint.can-mute-speaker

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to mute and unmute the speaker. Depends on 'Voice - Can Use Voice Channel' and 'Workspace Web SIP Endpoint Options - Can Use Genesys Softphone'.

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---

## privilege.sipendpoint.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** login.prompt-place

Enables the usage of Genesys Softphone . Depends on 'Voice - Can Use Voice Channel'. If SIP Endpoint is enabled, the login.prompt-place option must be set to false.

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---

## privilege.SRL.can-quick-search

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.SRL.can-use](#)

**Introduced:** 8.5.202.23

Enables an agent to perform a Quick Search of the Standard Response Library.

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---

## privilege.SRL.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables access to the Standard Response Library functions.

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---

## privilege.teamcommunicator.can-manage-favorites

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.teamcommunicator.can-view-favorites](#)

Enables an agent to add, edit, and remove personal favorites in Team Communicator.

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---

## privilege.teamcommunicator.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables access to the Team Communicator.

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---

## privilege.teamcommunicator.can-view-all

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to search within all internal targets and contacts in Team Communicator.

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---

## privilege.teamcommunicator.can-view-favorites

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to view favorites in Team Communicator.

---

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## privilege.teamcommunicator.can-view-recent-calls

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to view recently contacted resources in Team Communicator.

---

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## privilege.teamcommunicator.display-agent-groups-availability

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to view the number of agents in the Ready state in agent groups in Team Communicator. Depends on 'Team Communicator - Can Use' and 'Team Communicator - Can View Favorites'.

---

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## privilege.teamlead.can-coach-chat

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to coach chat interactions.

---

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## privilege.teamlead.can-coach-current-voice

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to coach the current voice interaction.

---

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## privilege.teamlead.can-coach-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to coach voice interactions.

---

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## privilege.teamlead.can-monitor-chat

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to monitor chat interactions.

---

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## privilege.teamlead.can-monitor-current-voice

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to monitor the current voice interaction.

---

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## privilege.teamlead.can-monitor-routing-point

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When a session is started or restarted.



**Introduced:** 8.5.202.34

**Related Options:** teamlead.monitorable-routing-points

Enables a supervisor to monitor routing points.

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---

## privilege.teamlead.can-monitor-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to monitor voice interactions.

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---

## privilege.teamlead.can-stop-monitoring-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to stop monitoring chat interactions.

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---

## privilege.teamlead.can-stop-monitoring-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to stop monitoring voice interactions.

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---

## privilege.teamlead.can-switch-to-barge-in-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to switch to barge-in mode for monitored chat interactions.

---

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---

## privilege.teamlead.can-switch-to-barge-in-voice

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to switch to barge-in mode for monitored voice interactions.

---

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---

## privilege.teamlead.can-switch-to-coach-chat

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to switch to coach mode for monitored chat interactions.

---

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---

## privilege.teamlead.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables a supervisor to use the agent call and chat monitoring functionality.

---

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---

## privilege.twitter.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

The agent is permitted to use the Twitter channel.

---

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---

## privilege.voice.can-answer-call

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Enables an agent to answer manually an incoming voice call. Setting this option to false hides the **Accept** button in the Interaction notification pop-up.

---

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## privilege.voice.can-extend-after-call-work

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to extend the After Call Work state.

---

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## privilege.voice.can-forward

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to forward voice calls.

---

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## privilege.voice.can-hold-retrieve-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables and agent to hold or retrieve a voice call.

---

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## privilege.voice.can-make-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to make a new voice call from any area enabling voice calls.

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---

## privilege.voice.can-one-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables instant conferencing of a voice call.

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---

## privilege.voice.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables instant conferencing of a voice call.

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---

## privilege.voice.can-reject-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables an agent to reject an incoming voice call.

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---

## privilege.voice.can-release-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to manually end voice calls.

---

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---

## privilege.voice.can-send-dtmf

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the application is started or restarted.

Enables agents to send DTMF during a voice call by using the on screen number keypad.

---

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---

## privilege.voice.can-show-hold-duration

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to see the amount of time that a voice call has been on hold.

---

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---

## privilege.voice.can-show-post-call-duration

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to see the post call duration in the tooltip and in the interaction bar of a voice call.

---

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---

## privilege.voice.can-two-step-conference

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables two step conference for voice calls.

---

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---

## privilege.voice.can-two-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables two step transfer of of a voice call.

---

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## privilege.voice.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use the Voice channel.

---

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## privilege.voice.consultation.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to use caller ID for consultations.

---

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## privilege.voice.make-call.can-use-caller-id

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to use caller ID for making calls.

---

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## privilege.voice.show-monitoring.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to be notified that the current call is monitored by a supervisor.

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---

## privilege.voice.single-step-conference.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to use caller ID for single-step conferences.

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---

## privilege.voice.single-step-transfer.can-use-caller-id

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to use caller ID for single-step transfers.

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---

## privilege.voicemail.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.voice.can-use](#)

Enables agents to use the voicemail functionality. This privilege is required to control and monitor voicemail boxes.

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---

## privilege.web-rtc.can-mute-microphone

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.web-rtc.can-use](#)

Allows an agent to mute and unmute the microphone.

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## privilege.web-rtc.can-mute-speaker

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.web-rtc.can-use](#)

Allows an agent to mute and unmute the speaker.

---

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## privilege.web-rtc.can-send-dtmf

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables agents to send DTMF during a web-rtc voice call by using the on screen number keypad.

---

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## privilege.web-rtc.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.voice.can-use](#)

Enables WebRTC in Workspace.

---

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## privilege.webme.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

The agent is permitted to use the Web Engagement features.

---

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## privilege.workbins.can-use

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

---



Enables agents to access My Workbins.

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## privilege.workitem-channels.can-use

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use all WorkItem channels configured in the openmedia.workitem-channels option.

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---

## privilege.<media-type>.can-decline

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to decline incoming workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

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---

## privilege.<media-type>.can-mark-done

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to mark done an interaction without further processing.

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---

## privilege.<media-type>.can-move-to-workbin

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to move an interaction to the workbin. Depends on 'Workitem - Can Use Workitem Channel'.

---

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## privilege.<media-type>.can-one-step-transfer

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables the agent to use instant workitem transfer. Depends on 'Workitem - Can Use Workitem Channel'.

---

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## privilege.<media-type>.can-set-interaction-disposition

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Enables agents to set the disposition code of workitem interactions. Depends on 'Workitem - Can Use Workitem Channel'.

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## rebranding.about.company-logo

**Default Value:**

**Valid Values:** A valid url

**Changes Take Effect:** When the session is started or restarted.

Specifies the URL of the company logo used in the **About** page. The maximum size for the logo is 320 x 32 pixels.

---

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## rebranding.company-favicon

**Default Value:**

**Valid Values:** A valid URL

**Changes Take Effect:** When the session is started or restarted.

Specifies the URL of the favicon (the icon designating favorites) used for the Workspace address bar or in tabs. The maximum size for the favicon is 100 x 24 pixels.

---

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## rebranding.company-logo

**Default Value:****Valid Values:** A valid url**Changes Take Effect:** When the session is started or restarted.

Specifies the URL of the company logo to be displayed at the right top corner of the application. The maximum size for the logo is 100 x 24 pixels.

---

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## rebranding.login.company-logo

**Default Value:****Valid Values:** A valid url**Changes Take Effect:** When the session is started or restarted.

Specifies the URL of the company logo used on the Login page. The maximum size for the logo is 320 x 32 pixels.

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## rebranding.product-major-name

**Default Value:****Valid Values:** A valid string**Changes Take Effect:** When the session is started or restarted.

Specifies the major name of the product.

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## rebranding.product-minor-name

**Default Value:****Valid Values:** A valid string**Changes Take Effect:** When the session is started or restarted.

Specifies the minor name of the product.

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## rebranding.product-version

**Default Value:**

---

**Valid Values:** A valid string

**Changes Take Effect:** When the session is started or restarted.

Specifies the product version.

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## security.inactivity-alert-dialog-before-timeout

**Default Value:** 30

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [security.inactivity-timeout](#)

Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout. The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of [security.inactivity-timeout](#).

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---

## security.inactivity-timeout

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [security.inactivity-alert-dialog-before-timeout](#)

Specifies the amount of time, in minutes, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out. If the agent has been inactive longer than the number of minutes that are specified by the inactivity timeout, the agent session is ended. A value of 0 disables the inactivity timeout.

### Warning

After the timeout occurs, the Workspace login dialog should be blank; however, if the agent has allowed the browser to remember his or her password, then the login dialog will still be populated with the agent's credentials. For security, agents should not allow web browsers to remember their login credentials.

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## service-client-api.accepted-web-content-origins

**Default Value:**

**Valid Values:** A comma-separated list of URLs or '\*' — for example: 'http://my-web-server-1,http://my-web-server-2' or '\*'.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of granted origins and allowed APIs that are used in the web extension views. You can filter requested API with the following self-explanatory keywords:

- agent.get
- agent.getStateList
- agent.setState
- agent.getState
- interaction.getInteractions
- interaction.getByInteractionId
- interaction.getByBundleId
- interaction.getByCaseId
- interaction.setUserData
- interaction.deleteUserData
- system.closeToast
- system.popupToast
- system.updateToast
- voice.dial
- voice.startCallRecording
- voice.stopCallRecording
- voice.pauseCallRecording
- voice.resumeCallRecording
- email.create

For example, the value for of this option could now be: `http://my-web-server0, http://my-web-server1, http://my-web-server2 (agent.*, voice.dial), http://my-web-server3 (agent.*, interaction.*)`

In this example, all requests are allowed for the `http://my-web-server0` and `http://my-web-server1` domains. For the `http://my-web-server2` domain, only the following requests are allowed: `'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'voice.dial'`. For the `http://my-web-server3` domain, only the following requests are allowed: `'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'interaction.getInteractions', 'interaction.getByInteractionId', 'interaction.getByBundleId', 'interaction.getByCaseId', 'interaction.setUserData', 'interaction.deleteUserData'`.

In addition to filtering by origin, you can filter by API with a wildcard in parentheses after the allowed origin.

This option cannot be overridden and must be set in the **WS\_Cluster** application.

---

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## service-client-api.block-markdone-timeout

**Default Value:** 1000

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or refreshed.

**Introduced:** 8.5.202.23

Specifies the duration, in milliseconds, of the timeout started by the 'interaction.blockMarkdone()' service. If this option is set, when an agent marks an interaction as Done, the Mark Done operation is delayed until the specified timeout has elapsed. During this interval, Mark Done can be blocked by using the serviceClientAPI 'blockMarkdone' operation. If Mark Done is blocked by 'serviceClientAPI', the Mark Done operation is cancelled. If the Mark Done is not blocked, the Mark Done operation occurs after the specified duration has elapsed. If Mark Done has been blocked by the 'blockMarkDone' operation from the 'serviceClientAPI', it can be unblocked by using the 'unblockMarkDone' operation from the 'serviceClientAPI'.

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---

## service-client-api.rate-limit

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0. Specify 0 for an unlimited rate.

**Changes Take Effect:** When the session is started or restarted.

Specifies the limit for the maximum number of requests per minute on the Service Client API. This option cannot be overridden and must be set in the WS\_Cluster application.

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## service-client-api.rate-limit-quarantine-delay

**Default Value:** 30

**Valid Values:** An integer value greater than or equal to 0. Specify 0 for infinite quarantine delay.

**Changes Take Effect:** When the session is started or restarted.

Specifies the quarantine delay, in seconds, during which requests are ignored once the rate limit is reached. This option cannot be overridden and must be set in the WS\_Cluster application.

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---

## service-client-api.rate-limit.<service-name>

**Default Value:** 0

**Valid Values:** An integer value greater than or equal to 0. Specify 0 for an unlimited rate.

**Changes Take Effect:** When the session is started or restarted.

Specifies the limit for the maximum number of requests per minute on a specific API request on the

---

Service Client API. The <service-name> can be one of the following:

- agent.get
- agent.getStateList
- agent.setState
- agent.getState
- interaction.getInteractions
- interaction.getByInteractionId
- interaction.deleteUserData
- interaction.setUserData
- media.getMediaList
- media.setState
- system.closeToast
- system.popupToast
- system.updateToast
- voice.dial
- voice.startCallRecording
- voice.stopCallRecording
- voice.pauseCallRecording
- voice.resumeCallRecording
- email.create

This option cannot be overridden, it must be set in the WSA Cluster Application.

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## service-client-api.user-data.read-allowed

**Default Value:** \*

**Valid Values:** A comma-separated value list of user data keys to allow, or '\*' to allow all keys. For example: Key1, Key2, Key3

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of keys that can be read in the user data. This applies to the userData property of the Interaction object returned by a function or an event.

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## service-client-api.user-data.write-allowed

**Default Value:** \*

**Valid Values:** A comma-separated value list of user data keys to allow, or '\*' to allow all keys. For example: Key1, Key2, Key3

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of keys that the `interaction.setUserData()` and `interaction.deleteUserData()` functions can write to in the user data.

---

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## sipendpoint.headset-unplugged.not-ready-reason

**Default Value:** No default value

**Valid Values:** A valid Not Ready reason.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** `sipendpoint.headset-unplugged-set-not-ready`

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged if the value of the `sipendpoint.headset-unplugged-set-not-ready` option is set to true.

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## sipendpoint.headset-unplugged-set-not-ready

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** `sipendpoint.headset-unplugged.not-ready-reason`

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

---

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## sipendpoint.max-failed-ping

**Default Value:** 5

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number of failed pings allowed on Genesys Softphone.

---

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## sipendpoint.ping-interval

**Default Value:** 2000

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the interval, in milliseconds, between each ping of the Genesys Softphone.

---

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## sipendpoint.register-interval

**Default Value:** 1500

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the interval, in milliseconds, between each register on Genesys Softphone.

---

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## sipendpoint.register-max-attempts

**Default Value:** 10

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number of 'failed on check if endpoint' is active allowed.

---

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## sipendpoint.sip-server-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 session 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 Workspace Endpoint. (Tip: To set the Domain/Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP Address).

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## sipendpoint.sip-server-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 session is started or restarted.

In a Business Continuity environment, specifies the host name or IP Address of the Session Border Controller where the peer SIP REGISTER request will be sent by Workspace SIP Endpoint. (Tip: To set the Domain/Realm of your contact center instead of an IP when WorkSpace SIP EndPoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP Address).

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## sipendpoint.transport-protocol

**Default Value:** UDP

**Valid Values:** Select a value from the following list: UDP, TCP, TLS.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether UDP, TCP, TLS, HTTP, or HTTPS is used for the SIP transport protocol.

---

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## sipendpoint.uri

**Default Value:**

**Valid Values:** A valid URI

**Changes Take Effect:** When the session is started or restarted.

Specifies the URI of the SIP endpoint used in connector mode. For example: https://localhost:8000

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## sipendpoint.wait-user-max-attempts

**Default Value:** 20

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number of failed waiting user-actions that are allowed before timeout.

---

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## standard-response.categories

**Default Value:** \$All\$

**Valid Values:** A comma-separated list of category names or the full path of the category, starting at the root category. Set the value to \$All\$ to display Standard Responses from all categories.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of categories used to filter Standard Responses. Agents see only those Standard Responses that are part of the sub-tree of categories set in the value for this option.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## statistics.agent-groups

**Default Value:**

**Valid Values:** A comma-separated list of Agent Group or Virtual Agent Group identifiers.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of agent groups and virtual agent groups that are displayed in the Contact Center Statistics tab. If empty, no agent groups or virtual agent groups are displayed. If set to a list and none of the groups in the list match an existing group, no agent groups or virtual agent groups are displayed.

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## statistics.displayed-statistics

**Default Value:**

**Valid Values:** A comma-separated list of Statistic names.

**Changes Take Effect:** When the session 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.

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## statistics.gadget-statistics

**Default Value:** No default value

**Valid Values:** A comma-separated list of section names containing statistics.

**Changes Take Effect:** When the application is started or restarted.

**Introduced:** 8.5.202.23

**Related Options:** [statistics.gadget-statistics.max-size](#), [statistics.refresh-time](#)

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Specifies the statistics, up to 10, that are displayed in the Statistics Gadget. Each statistics specified in this option is the name of a section containing the statistic definition or the statistic object.

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## statistics.gadget-statistics.max-size

**Default Value:** 10

**Valid Values:** Any integer from 0 to 50.

**Changes Take Effect:** When the application is started or restarted.

**Introduced:** 8.5.202.23

**Related Options:** [statistics-gadget-statistics](#)

Specifies the maximum number of statistics that are displayed in the Statistics Gadget. If more statistics are specified by the [statistics.gadget-statistics](#) option, only the first  $n$  statistics are displayed.

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## statistics.queue-groups

**Default Value:**

**Valid Values:** A comma-separated list of Queue Group identifiers.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of queue groups that are displayed in the **Contact Center Statistics** tab. If empty, no queue groups are displayed. If set to a list and none of the queue groups in the list match an existing queue group, no queue groups are displayed.

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## statistics.refresh-time

**Default Value:** 20

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies, in seconds, how often statistics are refreshed in the **Contact Center Statistics** tab. When set to 0, no automatic refresh occurs (the agent must manually refresh statistics).

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## statistics.routing-points

**Default Value:**

**Valid Values:** A comma-separated list of routing point identifiers.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of routing points that are displayed in the **Contact Center Statistics** tab. If empty, no routing points are displayed. If set to a list and none of the routing points match an existing routing point, no routing points are displayed.

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## statistics.virtual-queues

**Default Value:**

**Valid Values:** A comma-separated list of Virtual Queue identifiers.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of virtual queues that are displayed in the **Contact Center Statistics** tab. If empty, no virtual queues are displayed. If set to a list and none of the virtual queues in the list match an existing virtual queue, no virtual queues are displayed.

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## system.cometd.timeout

**Default Value:** 60000

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [system.feedback.submit-after-disconnect](#)

Specifies the duration, in milliseconds, before the session is considered closed when the connection with the server is lost.

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## system.feedback

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a Feedback button is displayed in the About window.

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## system.feedback.submit-after-disconnect

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [system.cometd.timeout](#)

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Specifies whether a **Feedback** dialog box is displayed the next time the agent logs in after a session closed due to the Cometd defense. managed by the option .

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## system.log-level

**Default Value:** Trace

**Valid Values:** Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.

**Changes Take Effect:** When the session is started or restarted.

Specifies the global log level.

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## 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:** When the session is started or restarted.

Specifies whether to store incoming interactions into the Recent buffer. By default, the Recent buffer stores only the actions of the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

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## teamcommunicator.always-clear-textbox-on-new-interaction

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the Team Communicator text search box is cleared after the interaction is initiated when the agent presses 'Enter' or clicks one of the medias in the Team Communicator results. When set to false, the Team Communicator text search box is cleared only if an interaction is initiated by the agent pressing 'Enter'.

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## teamcommunicator.corporate-favorites

**Default Value:**

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**Valid Values:** A comma-separated list of favorite names (section names) that are defined in the Workspace application.

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of corporate favorites (quick dial favorites) that are configured in the Configuration Server for an Agent, Agent Group, Skill, Routing Point, or Custom Contact. See the [Procedure: Creating Corporate Favorites](#) for information about creating Corporate Favorite objects in the configuration layer. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## teamcommunicator.list-filter-showing

**Default Value:** Agent,AgentGroup,RoutingPoint,Skill,InteractionQueue>Contact,CustomContact

**Valid Values:** A comma-separated value list of filter items to be displayed in the team communicator. For example:

Agent,AgentGroup,Skill,RoutingPoint,InteractionQueue>Contact,CustomContact.

**Changes Take Effect:** When the session 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.

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## teamcommunicator.load-at-startup

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Team Communicator are loaded at login. This option is used to help with performance at login if many agents login at the same time. When this option is set to false, the elements are not loaded at login, they are loaded the first time the focus is placed in the Team Communicator.

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## teamcommunicator.max-favorites-size

**Default Value:** 50

**Valid Values:** An integer value from 0 through 100.

**Changes Take Effect:** When the session is started or restarted.

Specifies the maximum size of the favorites list that is displayed while an agent is displaying favorites.

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## teamcommunicator.max-size

**Default Value:** 50

**Valid Values:** An integer value from 0 through 100.

**Changes Take Effect:** When the session is started or restarted.

**Related Options:** [teamcommunicator.show-all-internal-targets](#)

Specifies the maximum size of the default list when the value of [teamcommunicator.show-all-internal-targets](#) is set to true.

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## teamcommunicator.max-suggestion-size

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** When the session is started or restarted.

Specifies the maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

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## teamcommunicator.one-step-conference-with-consultation.enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.87

Specifies whether agents can make a one-step conference of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step conference button is not displayed and agents cannot perform a one-step conference operation when there is an active consultation.

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## teamcommunicator.one-step-transfer-with-consultation.enabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.87



Specifies whether agents can make a one-step transfer of a call when there is an active consultation on the call. When the value of this option is set to false, the one-step transfer button is not displayed and agents cannot perform a one-step transfer operation when there is an active consultation.

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## teamcommunicator.permissions.agent.exclude-from-agent-groups

**Default Value:** No default value

**Valid Values:** A comma-separated list of Agent Groups; empty means Workspace doesn't exclude any agent groups.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

**Related Options:** [teamcommunicator.permissions.agent.restrict-to-agent-groups](#)

Specifies the list of agent groups (virtual agent groups aren't supported) used to exclude agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are excluded from the list. **Note:** This overrides the [teamcommunicator.permissions.agent.restrict-to-agent-groups](#) include filter where there is overlap. For example, if an agent belongs to groups A and B, and the exclude filter specifies B while the include filter specifies A, the agent is excluded from the returned list.

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## teamcommunicator.permissions.agent.restrict-to-agent-groups

**Default Value:** No default value

**Valid Values:** A comma-separated list of Agent Groups; empty means no restriction are applied.

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Specifies the list of agent groups (virtual agent groups aren't supported) used to restrict agents returned in a Team Communicator search. Agents who belong to at least one of these agent groups are included in the list.

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## teamcommunicator.recent-max-records

**Default Value:** 10

**Valid Values:** An integer value from 1 through 50.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number of recent internal targets to display in the list of recent targets.

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## teamcommunicator.request-start-timer

**Default Value:** 500

**Valid Values:** An integer value from 1 through 5000.

**Changes Take Effect:** When the session is started or restarted.

Specifies the request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

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## teamcommunicator.show-all-internal-targets

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether all internal targets are displayed by default in the Team Communicator when an agent is searching for a transfer or conference target, including all Agents, Agent Groups, Skills, and Routing Points.

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## teamcommunicator.voice.consultation.exclude-numbers

**Default Value:**

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on consultation. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`

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## teamcommunicator.voice.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A case-sensitive comma-separated list of agent statuses from the following list: NotReady, Busy, LoggedOff.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [privilege.voice.can-use](#), [presence.evaluate-presence](#)

Specifies the list of unavailable statuses for which a target agent can be contacted for consultation, transfer, and conference requests. If the unavailable status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and

conference requests.

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## teamcommunicator.voice.make-call.exclude-numbers

**Default Value:**

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on making a call. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

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## teamcommunicator.voice.single-step-conference.exclude-numbers

**Default Value:**

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step conference. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

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## teamcommunicator.voice.single-step-transfer.exclude-numbers

**Default Value:**

**Valid Values:** A regular expression.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [expression.phone-number.supported-characters](#)

Specifies the format for a phone number to exclude on single-step transfer. The check is done after Workspace applies a clean-up on the phone number the agent entered in Team Communicator based on the [expression.phone-number.supported-characters](#) option. For example, to exclude extensions that are 7 digits and start with the numbers 7 or 8, set this option to `^(7|8)\d{6}$`.

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## teamlead.monitorable-routing-points

**Default Value:** No default value

**Valid Values:** A comma-separated list of routing points (<DN Number>@<switch>).

**Changes Take Effect:** When a session is started or restarted.

**Introduced:** 8.5.202.34

**Related Options:** privilege.teamlead.can-monitor-routing-point

Specifies the list of routing points that a supervisor can monitor.

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## teamlead.monitoring-cross-site-based-on-activity-enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.24

Specifies if cross-site monitoring is enabled and if agent presence is evaluated to select the device to be monitored for a remote agent. If this option is set to `true`, the monitoring request is started on the device where the remote agent is currently logged in.

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## teamlead.monitoring-scope

**Default Value:** call

**Valid Values:** Select a value from the following list: agent, call

**Changes Take Effect:** When the session is started or restarted.

Specifies the scope of monitoring that is to be used for voice interactions. If the value `call` is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value `agent` is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

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## teamlead.myagents.enabled-channels

**Default Value:** voice,chat,email

**Valid Values:** A comma-separated list of channel names from the following list: voice, chat, email.

**Changes Take Effect:** When the session is started or restarted.

Specifies the available media in the **My Agents** view. Workspace displays the channels in the order in which they appear in the list.

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## teamlead.myagents.refresh-rate

**Default Value:** 30

**Valid Values:** Valid values are 0 or integer values between 5 and 5000.

**Changes Take Effect:** When the session is started or restarted.

Specifies the frequency, in seconds, to refresh the list of users. When set to 0, no automatic refresh is applied; the refresh must be done manually.

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## toast.case-data.content

**Default Value:** History,CaseData

**Valid Values:** One or more values from the following list: History, CaseData>

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [toast.case-data.format-business-attribute](#)

Specifies the content of the Case Information area in the toast interaction preview. The CaseData key enables the display of the attached data that is defined by the [toast.case-data.format-business-attribute](#) option. The History key enables the display of interaction history information. The order in which the values are specified defines the order of the Case Data and History information in the Case Information area. This option can be overridden by a routing strategy as described in the [\[https://docs.genesys.com/Documentation/HTCC/8.5.2/IWWDep/OverridingInteractionWorkspaceOptions](https://docs.genesys.com/Documentation/HTCC/8.5.2/IWWDep/OverridingInteractionWorkspaceOptions) Configuration Guide].

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## toast.case-data.format-business-attribute

**Default Value:**

**Valid Values:** Valid name of a Business Attribute

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the `toast.case-data.order` option. Use this option to specify a comma-separated list of Business Attributes Value Names that define the order of the Business Attribute Values. The Attributes Values that are not listed in option `toast.case-data.order` are put at the bottom of the list.

This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## toast.window-title

**Default Value:** (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

**Valid Values:**

\$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** When the session is started or restarted.

Specifies the title of the Toast window by defining a string that contains the following field codes: \$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: '\$Window.Title\$ - \$Interaction.MainParty\$'.

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## twitter.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a Twitter interaction is automatically accepted when an Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this [Deployment Guide](#).

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## twitter.default-queue

**Default Value:** Twitter Outbound Init Queue

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the queue in which outbound interactions are first created. This name must be identical to the name of the default queue in the configuration layer.

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## twitter.outbound-queue

**Default Value:** Twitter Outbound Queue

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** When the session is started or restarted.

Specifies the name of the queue in which an outbound interaction is to be placed when an agent has completed editing it.

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## twitter.ringing-bell

**Default Value:****Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a Twitter interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## views.CaseSideRegion.activate-order

**Default Value:** `ContactView,SRLView,KnowledgeView,CoBrowseView,WebActivityView`**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the `interaction.web-content` option):`ContactView,SRLView,KnowledgeView,CoBrowseView,WebActivityView,...`**Changes Take Effect:** When the session is started or restarted.**Dependencies:** `interaction.web-content`

Specifies, in order of precedence, the view selected by default in the Case Side Region. The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on. If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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## views.CaseSideRegion.order

**Default Value:** `KnowledgeView,CoBrowseView,WebActivityView,ContactView,SRLView`**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the `interaction.web-content` option):`KnowledgeView,CoBrowseView,WebActivityView,ContactView,SRLView,...`**Changes Take Effect:** When the session is started or restarted.**Dependencies:** `interaction.web-content`

Specifies the order (left to right, top to bottom) in which the views are displayed in the Case Side Region. If this option is not configured, then the default ordering is used. If you do not specify all the

options, then the default setting is used for any item not specified.

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## views.ContactRegion.activate-order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list:  
ContactInformationView, ContactHistoryView

**Changes Take Effect:** When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the Contact region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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## views.ContactRegion.order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list:  
ContactInformationView , ContactHistoryView

**Changes Take Effect:** When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the Contact Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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## views.HistoryInteractionDetailsRegion.activate-order

**Default Value:** ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list:  
ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

**Changes Take Effect:** When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the History Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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## views.HistoryInteractionDetailsRegion.order

**Default Value:** ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the: ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

**Changes Take Effect:** When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the History Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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## views.InteractionDetailsRegion.activate-order

**Default Value:** ContactInteractionNotePadView,DispositionView

**Valid Values:** A comma-separated list of valid view names from the following list: ContactInteractionNotePadView, DispositionView

**Changes Take Effect:** When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the Interaction Details Region. (The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on). If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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## views.InteractionDetailsRegion.order

**Default Value:** DispositionView,ContactInteractionNotePadView

**Valid Values:** A comma-separated list of valid view names from the following list: DispositionView, ContactInteractionNotePadView

**Changes Take Effect:** When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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## views.MyWorkspaceRegion.activate-order

**Default Value:**

DashboardView,MyChannelsView,MyAgentsView,MyCampaignsView,MyHistoryView,CustomMyStatReportView,Cust

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the `workspace.web-content` option): MyChannelsView,

MyCampaignsView, MyHistoryView, CustomMyStatReportView, CustomCcReportView, and so on.

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [workspace.web-content](#)

Specifies, in order of precedence, the view selected by default view in the My Workspace Region. The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on. If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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## views.MyWorkspaceRegion.order

**Default Value:**

MyChannelsView,MyAgentsView,MyCampaignsView,MyHistoryView,DashboardView,CustomMyStatReportView,Cust

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views specified with the section names in the [workspace.web-content](#) option):

MyChannelsView,MyCampaignsView,MyHistoryView,CustomMyStatReportView,CustomCcReportView,...

**Changes Take Effect:** When the session is started or restarted.

**Dependencies:** [workspace.web-content](#)

Specifies the order (left to right, top to bottom) in which the views are displayed in the My Workspace Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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## views.WorkbinInteractionDetailsRegion.activate-order

**Default Value:** ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list:

ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

**Changes Take Effect:** When the session is started or restarted.

Specifies, in order of precedence, the view selected by default view in the Workbin Interaction Details Region. The default view is the first configured view, if visible; otherwise, it's the second configured view, if visible, and so on. If this option is not configured, then the default setting is used. If you do not specify all the options, then the default order is used, except where an item order is specified.

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## views.WorkbinInteractionDetailsRegion.order

**Default Value:** ContactInteractionDetailView,ContactInteractionNotePadView,StaticCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list:

ContactInteractionDetailView, ContactInteractionNotePadView, StaticCaseDataView

**Changes Take Effect:** When the session is started or restarted.

Specifies the order (left to right, top to bottom) in which the views are displayed in the Workbin

Interaction Details Region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default setting is used for any item not specified.

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## voice.auto-answer

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the application is started or restarted.

Specifies whether a voice interaction is automatically answered when a EventRinging message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## voice.auto-answer.is-enabled-on-already-in-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the application is started or restarted.

Specifies whether a voice interaction is automatically answered if there is other active call(s) (used only with voice.auto-answer set to true). This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## voice.caller-id.key-name

**Default Value:** IW\_SelectedCallerId

**Valid Values:** An attached data key name (string)

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.34

Specifies the key name of the attached data that contains the selected caller id information.

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## voice.cancel-after-call-work-on-business-call

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies if the voice channel should be canceled its After Call Work status when the agents switches from After Call Work to Ready or Not Ready during a business call. This option is specific to SIP Server

environment.

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## voice.cancel-after-call-work-on-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies if the voice channel should be forced to its former status when an agent marks the voice interaction as Done while the voice channel is in After Call Work status.

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## voice.clear-conference-on-release

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the conference call is cleared (all the parties in the conference are released) when the last agent leaves the conference.

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## voice.consultation.merge-attached-data-to-main

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether any attached data specific to the consultation (for example those defined in a corporate favorite) is merged to the main interaction.

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## voice.enable-dtmf-tone

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether a tone is played when an agent clicks a DTMF key.

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## voice.floating-interaction-mode.auto-collapse

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether new floating voice interactions are displayed collapsed automatically.

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## voice.hold-active-call-on-make-call

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether the active call is turned to hold before placing an independent call. When disabled, the make call operation isn't available when there is a call on hold.

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## voice.hold-indicator-timer

**Default Value:** 30,60

**Valid Values:** An integer for the number of seconds before Workspace displays the warning indicator and an integer for the number of seconds before Workspace displays the alarm indicator.

**Changes Take Effect:** When the session is started or restarted.

Specifies two alarm thresholds, in seconds, that warn agents that a voice call is on hold for a long time. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

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## voice.mark-done-on-release

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies if an interaction should be closed automatically if a Release message is received. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## voice.prompt-for-end

**Default Value:** false

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies whether Workspace displays a confirmation message when the agent clicks **End**. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## voice.reject.counter-key-name

**Default Value:**

**Valid Values:** A key name.

**Changes Take Effect:** When the session is started or restarted.

The key that is used to populate a counter in attached data when a call is rejected. This option can be overridden by a routing strategy as described in the [Configuration Guide](#).

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## voice.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path of the sound file Workspace plays when a voice interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe (|) character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## voice.use-caller-id-display-name

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

**Introduced:** 8.5.202.04

Specifies that the Caller Id Display Name is to be used when caller id is used. This feature requires that the value of the SIP Server TServer/use-display-name option be set to true. The Caller Id Display Name should be the display name of the caller ID in business attribute value specified by the [intercommunication.voice.make-call-caller-id-business-attribute](#) option.

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## voicemail.access-number

**Default Value:**

**Valid Values:** Any Valid DN.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number to call to access your voicemail system.

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## voicemail.notification-types

**Default Value:** personal, public

**Valid Values:** A comma-separated list of action names from the following list: personal, public

**Changes Take Effect:** When the session is started or restarted.

Specifies the types of voicemail boxes included in the count of unread voicemail messages in the Main Window. personal refers to the voicemail box that is identified as the personal voicemail box of the agent; public refers to the group voicemail boxes to which the agent has access.

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## voicemail.request-timeout

**Default Value:** 1

**Valid Values:** A positive integer value.

**Changes Take Effect:** When the session is started or restarted.

Specifies the time, in seconds, to wait for voicemail messages from Feature Server. If no voicemail messages are received during this timeout, a request is sent to Feature Server to get them.

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## web-rtc.enable-dtmf-tone

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

When the value of this option is true, a tone is played when the agent selects a DTMF key.

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## web-rtc.gateway-uri

**Default Value:**

**Valid Values:** A valid URI.

**Changes Take Effect:** When the session is started or restarted.

Specifies the host for the WebRTC gateway.

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## web-rtc.identifier.x-last-digit-displayed

**Default Value:** 10

**Valid Values:** A positive integer.

**Changes Take Effect:** When the session is started or restarted.

Specifies the number of digits of the WebRTC identifier to display in Workspace. The WebRTC identifier is generated based on the user ID — for example, a user ID of a78b5fc6bc7742fb9802958c985098e3 is converted to 977898510299698997742102989802958999850981013. You can use this option to make the number a more user-friendly size when it's displayed in the interaction for the toolbar, parties in Case Information, and in Team Communicator. For example, if you leave the option at the default value, the WebRTC identifier above would be displayed as 9850981013 in Workspace.

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## web-rtc.phone-number-prefix

**Default Value:**

**Valid Values:** Any string

**Changes Take Effect:** When the session is started or restarted.

Specifies the prefix that is used for the phone number that is dynamically created for WebRTC.

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## web-rtc.quality-alert-timeout

**Default Value:** 30

**Valid Values:** A positive integer value.

**Changes Take Effect:** When the session is started or restarted.

Time in seconds that passes before an alert is displayed to notify that timeout occurred during a test call.

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## web-rtc.quality.score.key-name

**Default Value:** callQualityScore

**Valid Values:** The name of a UserEvent valid key.

**Changes Take Effect:** When the session is started or restarted.

Specifies the key in the UserEvent that Workspace should use for the call quality score set by the agent. The agent only provides this score if the WebRTC API detects low quality of audio for the call.

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## web-rtc.quality.statistics.key-name

**Default Value:** callQualityStatistics

**Valid Values:** The name of a UserEvent valid key.

**Changes Take Effect:** When the session is started or restarted.

Specifies the key in the UserEvent that Workspace should use for the call quality statistics it receives from the WebRTC API.

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## web-rtc.request-quality-interval

**Default Value:** 5

**Valid Values:** A positive integer

**Changes Take Effect:** When the session is started or restarted.

Specifies the interval, in seconds, to request audio call quality from the [Genesys WebRTC JavaScript API](#).

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## web-rtc.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid in a URL file path, the '|' separator, and numeric values.

**Changes Take Effect:** When the session is started or restarted.

Specifies the voice channel ringing sound-configuration string. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

- -1 — play and repeat the sound until an explicit message, such as event established, causes it to stop.
- 0 — play the whole sound once
- an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

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## web-rtc.stun-uri

**Default Value:**

**Valid Values:** A valid URI.

**Changes Take Effect:** When the session is started or restarted.

The URI to STUN server.

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## web-rtc.troubleshooting.enable-feedback

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the session is started or restarted.

Enables WebRTC to send a user event that contains diagnostic information.

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## web-rtc.turn-password

**Default Value:**

**Valid Values:** A valid password

**Changes Take Effect:** When the session is started or restarted.

The password for the TURN server.

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## web-rtc.turn-uri

**Default Value:**

**Valid Values:** A valid URI.

**Changes Take Effect:** When the session is started or restarted.

The URI to TURN server.

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## web-rtc.turn-username

**Default Value:**

**Valid Values:** A valid username.

**Changes Take Effect:** When the session is started or restarted.

The username for the TURN server.

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## web-rtc.turn-username

**Default Value:**

**Valid Values:** A valid username.

**Changes Take Effect:** When the session is started or restarted.

The username for the TURN server.

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## webme.allowed-domains

**Default Value:** \*

**Valid Values:** A comma-separated list of domains which could be shown in page frame to agent.

**Changes Take Effect:** When the session is started or restarted.

Limits agent access to only those domains which are included in the list. Provided in order to protect agents from opening non-secure websites.

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## webme.auth-scheme

**Default Value:** none

**Valid Values:** none, basic

**Changes Take Effect:** When the session is started or restarted.

Specifies the HTTP authentication scheme used to provide for secure browser history requests to the Web Engagement Server.

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## webme.initial-pages-limit

**Default Value:** 10000

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies number of pages which will be loaded in web activity initially from history.

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## webme.password

**Default Value:**

**Valid Values:** A valid password.

**Changes Take Effect:** When the session is started or restarted.

Specifies the password used to authenticate browser history requests to the Web Engagement Server.

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## webme.update-activity-timeout

**Default Value:** 3

**Valid Values:** An integer value greater than or equal to 0.

**Changes Take Effect:** When the session is started or restarted.

Specifies the duration, in seconds, between update requests.

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## webme.url

**Default Value:**

**Valid Values:** Valid HTTP URL.

**Changes Take Effect:** When the session is started or restarted.

Specifies the path to the Web Engagement Server URL of the Web Engagement cluster. Typically it is the URL of the load balancer. For example: http://[host]:[port]/webme

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## webme.user-id

**Default Value:**

**Valid Values:** A valid user ID.

**Changes Take Effect:** When the session is started or restarted.

Specifies the user ID used to authenticate browser history requests to the Web Engagement Server.

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## webme.useSecuredHistoryAPI

**Default Value:** true

**Valid Values:** true, false.

**Changes Take Effect:** When the session is started or restarted.

Specifies type of Web Engagement History API service.

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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 session is started or restarted.

Specifies the name of the workbin to be used to store draft email.

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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:

To,Subject,Submitted

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores draft email.

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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 session is started or restarted.

Specifies the name of the workbin that is to be used to store inbound email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

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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 session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound email for later processing.

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## workbin.facebook.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 session is started or restarted.

Specifies the name of the workbin to be used to store draft Facebook posts.

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## workbin.facebook.draft.displayed-columns

**Default Value:** To,Subject,Submitted**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: To, Subject, Submitted**Changes Take Effect:** When the session is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores Draft Facebook posts.

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## workbin.facebook.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 session is started or restarted.

Specifies the name of the workbin to be used to store inbound Facebook posts for later processing, after an agent explicitly saves the Facebook post or submitted an outbound reply.

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## workbin.facebook.in-progress.displayed-columns

**Default Value:** From,Subject,Received

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: From, Subject, Received

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound Facebook posts for later processing.

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## workbin.twitter.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 session is started or restarted.

Specifies the name of the workbin to be used to store draft Twitter posts.

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## workbin.twitter.draft.displayed-columns

**Default Value:** To,Subject,Submitted

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: To, Subject, Submitted

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores draft Twitter posts.

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## workbin.twitter.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 session is started or restarted.

Specifies the name of the workbin to be used to store inbound Twitter posts for later processing, after an agent explicitly saved the Twitter post or submitted an outbound reply.

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## workbin.twitter.in-progress.displayed-columns

**Default Value:** From,Subject,Received

**Valid Values:** Comma-separated list of Interaction Server interaction properties, for example: From, Subject, Received

**Changes Take Effect:** When the session is started or restarted.

Specifies the list of interaction fields displayed as columns in the workbin that stores inbound Twitter posts for later processing.

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## workbin.<media-type>.<workbin-nickname>

**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 session is started or restarted.

Specifies the name of the workbin to be used to store interactions of a particular workitem media type.

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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 session is started or restarted.

Specifies the list of interaction fields displayed as columns in 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 session is started or restarted.

Specifies the name of the workbin that is to be used to store inbound workitems of a particular type for later processing.

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## 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 session is started or restarted.

Specifies the list of interaction fields displayed as columns in the specified workbin.

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## workspace.web-content

**Default Value:****Valid Values:** A comma separated value list of option section names that correspond to the extension views, for example: Extension1,Extension2,Extension3**Changes Take Effect:** When the session is started or restarted.

The list of Web Applications that are configured to be displayed at the Workspace level. Refer to the [Procedure: Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer.

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