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# Workspace Desktop Edition

interaction-workspace Section

# interaction-workspace Section

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

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

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

The majority of [Workspace configuration options](#) are configured in the [interaction-workspace](#) section. This is a section that you create in the annex of the object to which you want to apply the option. Most of these options can be configured [hierarchically](#) at the Application, Tenant, Agent Group, or User level; some can be configured on other objects such as DNs, skills, and switches. For more information about using Workspace configuration options, refer to [Introduction to Configuration Options](#).

The values specified for many options can also be [overridden by Routing Strategies](#) that reference Transaction objects.

Workspace options are grouped by functionality. The first word in the name of the option indicates the functional area to which the option belongs. For example, the option `chat.emojis-business-attribute` is part of the **chat** functionality group. It enables you to specify the name of the **business attribute** that contains the **emojis** that agents enabled for the Chat channel can use in the Chat window. The options are named to help you know quickly what the option does.

The *Workspace Deployment Guide* contains topics specific to configuring options as a group to manage each functional area. For example, you can read about setting up the Chat channel in the [Chat](#) topic.

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

- priority
  - broadcast.color.low-priority
  - broadcast.color.minimal-priority
  - broadcast.color.normal-priority
  - broadcast.displayed-columns
  - broadcast.dn
  - broadcast.mark-read-timeout
  - broadcast.message-content
  - broadcast.preview-timeout
  - broadcast.sound.high-priority
  - broadcast.sound.important-priority
  - broadcast.sound.low-priority
  - broadcast.sound.minimal-priority
  - broadcast.sound.normal-priority
  - broadcast.subscribed.topics
  - broadcast.toast-summary
  - broadcast.value-business-attribute
  - case-data.float-separator
  - channel-information.window-title
  - chat.agent.prompt-color
  - chat.agent.text-color
  - chat.auto-answer
  - chat.client.prompt-color
  - chat.client.text-color
  - chat.enable-auto-disconnect
  - chat.new-message-bell
  - chat.nickname
  - chat.other-agent.prompt-color
  - chat.other-agent.text-color
  - chat.pending-response-to-customer
  - chat.prompt-for-end
  - chat.reconnect-attempts
  - chat.reconnect-timeout
  - chat.ringing-bell
  - chat.system.text-color
  - chat.time-stamp
  - chat.toast-information-key
  - chat.typing-isenabled
  - chat.typing-timeout
  - contact.available-directory-page-sizes
  - contact.cache-timeout-delay
  - contact.date-search-types
  - contact.default-directory-page-size
  - contact.directory-advanced-default
  - contact.directory-default-mode
  - contact.directory-displayed-columns
  - contact.directory-permissions.<ContactAttributeName>.columns-treeview
  - contact.directory-search-attributes
  - contact.directory-search-types
  - contact.displayed-attributes
  - contact.history-advanced-default
  - contact.history-default-time-filter-main
  - contact.history-displayed-columns
  - contact.history-displayed-columns-treeview
  - contact.history.filters-<attribute>
  - contact.history.media-filters
  - contact.history-search-
  - attributes
  - contact.last-called-agent.enable
  - contact.last-called-agent.<media-type>.enable
  - contact.lookup.enable
  - contact.lookup.enable-create-contact
  - contact.lookup.<media-type>.enable
  - contact.lookup.<media-type>.enable-create-contact
  - contact.mandatory-attributes
  - contact.metrics.enable-interactions-in-progress
  - contact.metrics.time-frame-customer-notification
  - contact.multiple-value-attributes
  - contact.myhistory-default-time-filter-main
  - contact.myhistory-displayed-columns
  - contact.myhistory-displayed-columns-treeview
  - contact.threading-ucs-interaction.enable
  - contact.timeout-delay
  - contact.ucs-interaction.<media-type>.enable-create
  - contact.ucs-interaction.<media-type>.enable-lookup
  - contact.ucs-interaction.<media-type>.use-server-date
  - dial-plan-rule-<name>
  - disaster-recovery.auto-restore
  - disaster-recovery.disable-login-errors
  - disaster-recovery.enabled
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- `disaster-recovery.peer-site`
- `disaster-recovery.preferred-site`
- `disaster-recovery.restore-agent-state`
- `disaster-recovery.timeout`
- `disaster-recovery.wait-for-sipphone-timeout`
- `display-format.acd-queue.name`
- `display-format.agent-name`
- `display-format.caller-name`
- `display-format.case-name-format`
- `display-format.chat-agent-name`
- `display-format.current-agent-name`
- `display-format.customer-name-format`
- `display-format.interaction-callback-name`
- `display-format.interaction-chat-name`
- `display-format.interaction-email-name`
- `display-format.interaction-im-name`
- `display-format.interaction-outbound-pull-preview-name`
- `display-format.interaction-outbound-push-preview-name`
- `display-format.interaction-queue.name`
- `display-format.interaction-sms-name`
- `display-format.interaction-voice-name`
- `display-format.interaction-workitem-name`
- `display-format.routing-point.name`
- `editor.font-size-units`
- `email.attachment-download-timeout`
- `email.auto-answer`
- `email.default-queue`
- `email.forward-queue`
- `email.from-addresses`
- `email.html-format`
- `email.include-original-text-in-reply`
- `email.max-attachments-size`
- `email.move-inbound-to-in-progress-workbin-on-reply`
- `email.outbound-queue`
- `email.prompt-for-done`
- `email.pull-from-history-is-enabled`
- `email.qa-review-dispositions-business-attribute`
- `email.quote-char`
- `email.reply-format`
- `email.reply-prefix`
- `email.restricted-attachment-file-types`
- `email.ringing-bell`
- `email.set-ownerid-on-send`
- `email.signature`
- `email.toast-information-key`
- `expression.email-address`
- `expression.phone-number`
- `expression.phone-number.supported-characters`
- `expression.url`
- `gadget-statistics.displayed-call-center-statistics`
- `gadget-statistics.displayed-kpis`
- `gadget-statistics.nb-tagged-stats-per-page`
- `gadget-statistics.show`
- `gadget.window-title`
- `general.configuration-update-notification`
- `general.gad.attached-data`
- `general.non-unicode-connection-encoding`
- `im.agent.prompt-color`
- `im.agent.text-color`
- `im.auto-answer`
- `im.new-message-bell`
- `im.other-agent.prompt-color`
- `im.other-agent.text-color`
- `im.prompt-for-end`
- `im.ringing-bell`
- `im.system.text-color`
- `im.time-stamp`
- `im.toast-timeout`
- `interaction-bar.detail-tooltip.max-height`
- `interaction.case-data.content`
- `interaction.case-data.enable-url-preview`
- `interaction.case-data.format-business-attribute`
- `interaction.case-data.frame-color`
- `interaction.case-data.header-foreground-color`
- `interaction.case-data.is-read-only-on-idle`
- `interaction.consult-user-data`
- `interaction.disposition.is-mandatory`
- `interaction.disposition.is-read-only-on-idle`
- `interaction.disposition.key-name`
- `interaction.disposition.use-`

- `attached-data`
- `interaction.disposition.use-connection-id`
- `interaction.disposition.value-business-attribute`
- `interaction.evaluate-real-party-for-agent`
- `interaction-management.available-interaction-page-sizes`
- `interaction-management.filters`
- `interaction-management.interactions-filter.displayed-columns`
- `interaction-management.sort-result-pages-locally`
- `interaction.override-option-key`
- `interaction.reject-route`
- `interaction.window.popup-topmost-z-order`
- `interaction.window.show-case-interaction-panel-button`
- `interaction.window.show-in-taskbar`
- `interaction.window-title`
- `interactions.window.allows-transparency-on-winos6`
- `intercommunication.chat.conference.invite-timeout`
- `intercommunication.chat.queue`
- `intercommunication.chat.routing-based-actions`
- `intercommunication.chat.routing-based-targets`
- `intercommunication.email.queue`
- `intercommunication.email.routing-based-actions`
- `intercommunication.email.routing-based-targets`
- `intercommunication.im.routing-based-actions`
- `intercommunication.im.routing-based-targets`
- `intercommunication.im.routing-points`
- `intercommunication.sms.queue`
- `intercommunication.sms.routing-based-actions`
- `intercommunication.sms.routing-based-targets`
- `intercommunication.voice.routing-based-actions`
- `intercommunication.voice.routing-based-targets`
- `intercommunication.voice.routing-points`
- `intercommunication.<media-type>.queue`
- `intercommunication.<media-type>.routing-based-actions`
- `intercommunication.<media-type>.routing-based-targets`
- `keyboard.hotkey.agent-not-ready`
- `keyboard.hotkey.agent-not-ready-with-reason.<action-code>`
- `keyboard.hotkey.agent-ready`
- `keyboard.hotkey.decrease-microphone-volume-active-sip-call`
- `keyboard.hotkey.decrease-speaker-volume-active-sip-call`
- `keyboard.hotkey.hold-active-call`
- `keyboard.hotkey.increase-microphone-volume-active-sip-call`
- `keyboard.hotkey.increase-speaker-volume-active-sip-call`
- `keyboard.hotkey.mute-microphone-active-sip-call`
- `keyboard.hotkey.mute-speaker-active-sip-call`
- `keyboard.hotkey.release-active-call`
- `keyboard.hotkey.toaster.accept`
- `keyboard.hotkey.toaster.decline`
- `keyboard.shortcut.action.help`
- `keyboard.shortcut.contact.assigncontact`
- `keyboard.shortcut.contact.reset`
- `keyboard.shortcut.contact.save`
- `keyboard.shortcut.interaction.chat.conference`
- `keyboard.shortcut.interaction.chat.end`
- `keyboard.shortcut.interaction.chat.transfer`
- `keyboard.shortcut.interaction.consult`
- `keyboard.shortcut.interaction.email.add-attachments`
- `keyboard.shortcut.interaction.email.delete`
- `keyboard.shortcut.interaction.email.forward`
- `keyboard.shortcut.interaction.email.interim-send`
- `keyboard.shortcut.interaction.email.print`
- `keyboard.shortcut.interaction.email.reply`
- `keyboard.shortcut.interaction.email.reply-all`
- `keyboard.shortcut.interaction.email.save`
- `keyboard.shortcut.interaction.email.save-in-workbin`
- `keyboard.shortcut.interaction.email.send`
- `keyboard.shortcut.interaction.email.transfer`
- `keyboard.shortcut.interaction.im.release`
- `keyboard.shortcut.interaction.mark-done`
- `keyboard.shortcut.interaction.preview.call-record`
- `keyboard.shortcut.interaction.preview.cancel-record`
- `keyboard.shortcut.interaction.preview.mark-done`
- `keyboard.shortcut.interaction.preview.mark-done-get-next`

- keyboard.shortcut.interaction.preview-keyboard-record
- keyboard.shortcut.interaction.sms.delete
- keyboard.shortcut.interaction.sms.transfer
- keyboard.shortcut.interaction.voice.answer-call
- keyboard.shortcut.interaction.voice.hold-call
- keyboard.shortcut.interaction.voice.pause-recording-call
- keyboard.shortcut.interaction.voice.reconnect-call
- keyboard.shortcut.interaction.voice.release-call
- keyboard.shortcut.interaction.voice.resume-call
- keyboard.shortcut.interaction.voice.resume-recording-call
- keyboard.shortcut.interaction.voice.single-step-conference
- keyboard.shortcut.interaction.voice.single-step-transfer
- keyboard.shortcut.interaction.voice.start-recording-call
- keyboard.shortcut.interaction.voice.stop-recording-call
- keyboard.shortcut.interaction.webcallback.contact
- keyboard.shortcut.interaction.webcallback.mark-done
- keyboard.shortcut.interaction.workitem.move-to-workbin
- keyboard.shortcut.interaction.workitem.transfer
- keyboard.shortcut.state.logout
- keyboard.shortcut.state.not-ready
- keyboard.shortcut.state.not-ready-after-call-work
- keyboard.shortcut.state.ready
- keyboard.shortcut.teamlead.chat.bargein
- keyboard.shortcut.teamlead.chat.stop-monitoring
- keyboard.shortcut.teamlead.stop-monitoring
- keyboard.shortcut.teamlead.voice.bargein
- keyboard.shortcut.teamlead.voice.coach
- keyboard.shortcut.teamlead.voice.monitor
- keyboard.shortcut.teamlead.voice.stop-monitoring
- keyboard.shortcut.toaster.accept
- keyboard.shortcut.toaster.decline
- kpi.displayed-kpis
- kpi.refresh-time
- kpi.show-agent-groups
- license.lrm-enabled
- log.default-filter-type
- log.PSDK
- log.expire
- log.filter-data.<keyName>
- log.max-age
- log.PSDK
- log.segment
- log.Trace
- log.verbose
- login.call.auto-not-ready-reason
- login.call.can-unactivate-channel
- login.chat.is-auto-ready
- login.default-place
- login.email.auto-not-ready-reason
- login.email.can-unactivate-channel
- login.email.is-auto-ready
- login.enable-login-without-channel
- login.enable-place-completion
- login.enable-same-agent-place
- login.im.auto-not-ready-reason
- login.im.available-queues
- login.im.can-unactivate-channel
- login.im.is-auto-ready
- login.im.prompt-agent-login-id
- login.im.prompt-dn-password
- login.im.prompt-queue
- login.prompt-place
- login.sip-cluster.phone-number
- login.sip-cluster.store-recent-phone-number
- login.sms.auto-not-ready-reason
- login.sms.can-unactivate-channel
- login.sms.is-auto-ready
- login.store-recent-place
- login.voice.auto-not-ready-reason
- login.voice.available-queues
- login.voice.can-unactivate-channel
- login.voice.force-relogin
- login.voice.is-auto-ready
- login.voice.prompt-agent-login-id
- login.voice.prompt-dn-less-phone-number
- login.voice.prompt-dn-password
- login.voice.prompt-queue
- login.webcallback.auto-not-ready-reason
- login.webcallback.can-unactivate-channel
- login.webcallback.is-auto-ready

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- [login.workmode](#)
  - [login.<media-type>.auto-not-ready-reason](#)
  - [login.<media-type>.can-unactivate-channel](#)
  - [login.<media-type>.is-auto-ready](#)
  - [logout.enable-exit-on-logout-error](#)
  - [main-window.dockable](#)
  - [main-window.window-title](#)
  - [openmedia.bundle.sms](#)
  - [openmedia.workitem-channels](#)
  - [options.record-option-locally-only](#)
  - [outbound.call-result-automatically-selected](#)
  - [outbound.call-result-values](#)
  - [outbound-callback.ringing-bell](#)
  - [outbound.campaign-stale-timeout](#)
  - [outbound.fields.float-separator-in-db](#)
  - [outbound.push-preview.auto-answer](#)
  - [outbound.push-preview.media-types](#)
  - [outbound.push-preview.use-combined-channel](#)
  - [outbound.record-information.frame-color](#)
  - [outbound.record-information.header-foreground-color](#)
  - [outbound.sound.campaign-updated](#)
  - [outbound.treatment-mode](#)
  - [presence.evaluate-presence](#)
  - [printing.use-print-preview](#)
  - [security.disable-rbac](#)
  - [security.enable-debug-information](#)
  - [security.inactivity-not-ready-reason](#)
  - [security.inactivity-set-agent-not-ready](#)
  - [security.inactivity-timeout](#)
  - [sip-cluster.data-center-locations](#)
  - [sip-cluster.reconnect-timeout](#)
  - [sipendpoint.audio.headset.audio\\_in\\_agc\\_enabled](#)
  - [sipendpoint.audio.incoming.use\\_agc](#)
  - [sipendpoint.authenticate-with-dn-password](#)
  - [sipendpoint.exit-on-voice-logout](#)
  - [sipendpoint.genesyslab.beeptone.beeptone\\_timeout](#)
  - [sipendpoint.genesyslab.beeptone.enable\\_beeptone](#)
  - [sipendpoint.genesyslab.beeptone.play\\_locally](#)
  - [sipendpoint.genesyslab.control.auto\\_answer](#)
  - [sipendpoint.genesyslab.device.audio\\_in\\_device](#)
  - [sipendpoint.genesyslab.device.audio\\_out\\_device](#)
  - [sipendpoint.genesyslab.device.error\\_code\\_when\\_headset\\_na](#)
  - [sipendpoint.genesyslab.device.headset\\_plugged-set-not-ready](#)
  - [sipendpoint.genesyslab.device.manual\\_answer\\_incoming](#)
  - [sipendpoint.genesyslab.device.reject\\_call\\_when\\_headset\\_timer](#)
  - [sipendpoint.genesyslab.device.use\\_headset](#)
  - [sipendpoint.genesyslab.dtmf.pause\\_start\\_time](#)
  - [sipendpoint.genesyslab.dtmf.play\\_locally](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_AbstractPhone](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_Audio](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_AutoConfiguration](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_CGM](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_Conferencing](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_CpPrint](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_Device](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_Ext](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_ExtTr](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_USDevices](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_VOQuality](#)
  - [sipendpoint.genesyslab.system.log\\_level\\_XI](#)
  - [sipendpoint.headset-enforce-configured-usage](#)
  - [sipendpoint.headset-replugged-set-ready](#)
  - [sipendpoint.headset-unplugged-not-ready-reason](#)
  - [sipendpoint.headset-unplugged-set-not-ready](#)
  - [sipendpoint.incoming.attention](#)
  - [sipendpoint.proxies.proxy0.reregister\\_in\\_session](#)
  - [sipendpoint.proxies.proxy1.reregister\\_in\\_session](#)
  - [sipendpoint.rtp.volume-settings-between-sessions](#)
  - [sipendpoint.rtp.2833.enabled](#)
  - [sipendpoint.rtp.2833.hold\\_over\\_time\\_in\\_ms](#)
  - [sipendpoint.rtp.2833.packet\\_time\\_in\\_ms](#)
  - [sipendpoint.rtp.2833.payload\\_number](#)
  - [sipendpoint.rtp.inactivity.timer\\_enabled](#)
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- sipendpoint.sbc-register-address
  - sipendpoint.sbc-register-address.peer
  - sipendpoint.sbc-register-port
  - sipendpoint.sbc-register-port.peer
  - sipendpoint.system.diagnostics.enable\_logging
  - sipendpoint.system.diagnostics.log\_level
  - sipendpoint.system.dtmf.force\_send\_in\_band
  - sipendpoint.system.dtmf.minimum\_rfc2833\_play\_time
  - sipendpoint.system.indialog\_notify\_enable\_indialog\_notify
  - sipendpoint.system.network.dtx\_enabled
  - sipendpoint.system.qos.audio
  - sipendpoint.transport-protocol
  - sipendpoint.tuning.mixer.allow\_master\_volume\_change
  - sms.agent.prompt-color
  - sms.agent.text-color
  - sms.auto-answer
  - sms.client.prompt-color
  - sms.client.text-color
  - sms.default-queue
  - sms.from-numbers-business-attribute
  - sms.max-message-number
  - sms.other-agent.prompt-color
  - sms.other-agent.text-color
  - sms.outbound-queue
  - sms.prompt-for-done
  - sms.ringing-bell
  - sms.subject-max-chars
  - sms.time-stamp
  - sms.transcript-time-frame
  - sounds.preloadfiles
  - spellchecker.corporate-dictionary
  - spellchecker.corporate-dictionary-file
  - standard-response.categories
  - standard-response.default-search-type
  - standard-response.enable-usage-feedback
  - standard-response.languages
  - standard-response.suggested-responses-min-relevancy
  - statistics.displayed-statistics
  - statistics.queues
  - statistics.refresh-time
  - statistics.routing-points
  - system-tray.tooltip
  - teamcommunicator.add-recent-filters-voice
  - teamcommunicator.always-clear-textbox-on-new-interaction
  - teamcommunicator.contact-favorite-fields
  - teamcommunicator.corporate-favorites
  - teamcommunicator.corporate-favorites-file
  - teamcommunicator.custom-favorite-fields
  - teamcommunicator.internal-favorite-fields
  - teamcommunicator.list-filter-showing
  - teamcommunicator.list-status-reachable
  - teamcommunicator.load-at-startup
  - teamcommunicator.max-suggestion-size
  - teamcommunicator.recent-max-records
  - teamcommunicator.request-
  - start-timer
  - teamlead.agent-status.enabled-agent-group-security-mode
  - teamlead.monitoring-scope
  - toast.case-data.content
  - toast.case-data.format-business-attribute
  - toast.window-title
  - views.CaseContactRegion.activate-order
  - views.CaseContactRegion.order
  - views.CaseViewSideButtonRegion.order
  - views.ContactInfoHistoryMultiRegion.activate-order
  - views.ContactInfoHistoryMultiRegion.order
  - views.ContactTabBottomHistoryMultiRegion.order
  - views.ContactTabBottomHistoryMultiRegion
  - views.InteractionDetailsRegion.activate-order
  - views.InteractionDetailsRegion.order
  - views.ToolbarWorkplaceRegion.activate-order
  - views.ToolbarWorkplaceRegion.order
  - views.ToolbarWorksheetButtonRegion.order
  - views.WorkbinsTabBottomHistoryMultiRegion.order
  - views.WorkbinsTabBottomHistoryMultiRegion
  - voice.auto-answer
  - voice.dtmf-inactivity-typing-timeout
  - voice.enable-init-conference
  - voice.enable-make-call-consultation
  - voice.mark-done-on-release
  - voice.one-step-trsf-mode
  - voice.prompt-for-end
  - voice.ringing-bell
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- `webcallback.auto-answer`
- `webcallback.auto-dial`
- `webcallback.callback-information.content`
- `webcallback.callback-information.frame-color`
- `webcallback.callback-information.header-foreground-color`
- `webcallback.complete-queue`
- `webcallback.park-queue`
- `webcallback.reschedule-queue`
- `webcallback.ringing-bell`
- `webproxy.address`
- `webproxy.password`
- `webproxy.username`
- `workbin.email.draft`
- `workbin.email.draft.displayed-columns`
- `workbin.email.in-progress`
- `workbin.email.in-progress.displayed-columns`
- `workbin.<media-type>.<workbin-nickname>`
- `workbin.<media-type>.<workbin-nickname>.displayed-columns`
- `workbin.<media-type>.in-progress`
- `workbin.<media-type>.in-progress.displayed-columns`

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

### Tip

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

## <media-type>.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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---

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

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

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

Before enabling this function for a given workitem media type, ensure with your plug-in vendor that this feature is correctly supported.

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## <media-type>.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## <media-type>.toast-information-key

**Default Value:** Subject

**Valid Values:** Any valid attached data key name.

**Changes Take Effect:** At the next interaction.

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

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## accessibility.agent-state-change-bell

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## accessibility.interaction-state-change-bell

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## accessibility.visual-impairment-profile

**Default Value:** false

**Valid Values:** true, false

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

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

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## accessibility.warning-message-bell

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## active-recording.screen-recorder-executable

**Default Value:**

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

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

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## active-recording.screen-recorder-host

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

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

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## active-recording.voice.recorder-uri

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

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

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## active-recording.voice.recording-type

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

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

- NETANN: Legacy call recording using NETANN can be provided by Stream Manager or Genesys Media Server.
- MSML (Active Recording): Call recording through Media Server Markup Language (MSML) is provided through Genesys Media Server only. For details about this type of recording, refer to “Call Recording—MSML-based” in the SIP Server Deployment Guide.

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

**Default Value:** Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff

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

**Changes Take Effect:** Immediately.

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

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## agent-status.enabled-actions-global

**Default Value:** Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff

**Valid Values:** Ready,NotReady,Dnd,AfterCallWork,NotReadyReason,LogOn,LogOff

**Changes Take Effect:** Immediately.

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

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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 all not ready action codes are considered

**Changes Take Effect:** Immediately.

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

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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 application is started or restarted.

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

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## application.available-layouts

**Default Value:** main-window,gadget

**Valid Values:** main-window,gadget

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

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

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## broadcast.color.high-priority

**Default Value:**

1. FF663399

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## broadcast.color.important-priority

**Default Value:**

1. FFFF0000

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## broadcast.color.low-priority

**Default Value:**

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1. FF999999

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

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

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## broadcast.color.minimal-priority

**Default Value:**

1. FFFFFFFF

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

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

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## broadcast.color.normal-priority

**Default Value:**

1. FFDFF6F6

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

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

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## broadcast.displayed-columns

**Default Value:** MessageTypeIcon,MessageType,Sender,Subject,Priority,Date,Topic

**Valid Values:** A comma-separated list of valid object types from the following: MessageTypeIcon, MessageType, Sender, Subject, Priority, Date, Topic, Id, any key of custom data

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

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

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## broadcast.dn

**Default Value:**

**Valid Values:** A comma-separated list of DN and switch names in the following format:

dn\_name@switch

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

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

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## broadcast.mark-read-timeout

**Default Value:** 5

**Valid Values:** from 0 to MAXINT

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

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

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## broadcast.message-content

**Default Value:** Subject, Sender,Priority, Date, Topic, Body

**Valid Values:** A comma-separated list of valid object types from the following: Subject, Sender, Priority, Date, Topic, Body, MessageType, Id, any key of custom data

**Changes Take Effect:** At the next message.

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

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## broadcast.preview-timeout

**Default Value:** 10

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** At the next message.

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



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

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## broadcast.sound.high-priority

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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---

## broadcast.sound.important-priority

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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---

## broadcast.sound.low-priority

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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---

## broadcast.sound.minimal-priority

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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---

## broadcast.sound.normal-priority

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## broadcast.subscribed.topics

**Default Value:** All,\$Agent\$, \$AgentGroup\$

**Valid Values:** A comma-separated list of string

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

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

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## broadcast.toast-summary

**Default Value:** Sender, Priority,Subject,FewWords

**Valid Values:** A comma-separated of valid object types from the following: Sender, Priority, Subject, FewWords, Topic, MessageType, any key of custom

**Changes Take Effect:** At the next message.

Determines the attributes display in the broadcast message notification.

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## broadcast.value-business-attribute

**Default Value:**

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

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

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

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## case-data.float-separator

**Default Value:**

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

**Changes Take Effect:** Immediately.

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

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## channel-information.window-title

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

**Valid Values:**

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

**Changes Take Effect:** Immediately.

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

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## chat.agent.prompt-color

**Default Value:**

1. FF385078

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

**Changes Take Effect:** Immediately.

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

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## chat.agent.text-color

**Default Value:**

1. FF385078

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

**Changes Take Effect:** Immediately.

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

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---

## chat.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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---

## chat.client.prompt-color

**Default Value:**

1. FF166FFF

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

**Changes Take Effect:** Immediately.

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

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## chat.client.text-color

**Default Value:**

1. FF166FFF

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

**Changes Take Effect:** Immediately.

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

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## chat.enable-auto-disconnect

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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---

## chat.new-message-bell

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** Immediately

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

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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\$, \$AttachedData (Y: attached data key name).

**Changes Take Effect:** At the next interaction.

Specifies the nickname that is used to join the chat session (presented to the customer) by a string that can contain regular characters and the following field codes:

\$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$, \$Agent.EmployeeId\$, \$AttachedData (Y: attached data key name).

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

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## chat.other-agent.prompt-color

**Default Value:**

1. FFD88000

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

**Changes Take Effect:** Immediately.

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

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## chat.other-agent.text-color

### **Default Value:**

1. FFD88000

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

**Changes Take Effect:** Immediately.

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

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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:** At the next interaction.

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

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## chat.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## chat.reconnect-attempts

**Default Value:** 5

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** At the next interaction.

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

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---

## chat.reconnect-timeout

**Default Value:** 5

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** At the next interaction.

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

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---

## chat.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## chat.system.text-color

**Default Value:**

1. FF8C8C8C

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

**Changes Take Effect:** Immediately.

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

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## chat.time-stamp

**Default Value:** true

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

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

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## chat.toast-information-key

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

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

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## chat.typing-isenabled

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

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

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---

## chat.typing-timeout

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

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

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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 application is started or restarted.

The possible values for 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 application is started or restarted.

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

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

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

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

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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 application is started or restarted.

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

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## contact.directory-advanced-default

**Default Value:** LastName,PhoneNumber

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

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

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

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---

## contact.directory-default-mode

**Default Value:** ListView

**Valid Values:** A value from the following list: ListView, GridView

**Changes Take Effect:** Immediately.

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

- ListView: Quicker search performance and tokenized search items, but no sort on the result.
- GridView: Results are sortable result, but the search is less powerful, and the search items are non-tokenized.

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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 corresponding to contact field names, for example: LastName, FirstName, PhoneNumber, EmailAddress.

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

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

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---

## contact.directory-permissions.<ContactAttributeName>

**Default Value:**

**Valid Values:** In a key, a valid searchable contact attribute name. In a value, a comma-separated list of strings applicable to the specified contact attribute.

**Changes Take Effect:** At the next contact search.

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

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## contact.directory-search-attributes

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

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

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

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

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## contact.directory-search-types

**Default Value:** contains,begins-with,is

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

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

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

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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, for example: LastName, FirstName, PhoneNumber, EmailAddress.

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

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

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## contact.history-advanced-default

**Default Value:** Status,StartDate

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

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

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

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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 application is started or restarted, or at the next interaction.

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

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

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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.

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

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

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## contact.history-displayed-columns-treeview

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

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

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

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

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## contact.history.filters-<attribute>

**Default Value:**

**Valid Values:** In a key, a valid searchable interaction attribute name. In a value, a comma-separated list of strings that are applicable to the specified interaction attribute. In the value, a comma-separated list of strings applicable to the specified interaction attribute. Use the \$All\$ and \$Other\$ keywords to enable filtering on "all" or "other" values for this attribute.

**Changes Take Effect:** At the next contact search.

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

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---

## contact.history.media-filters

**Default Value:** voice,email,chat,sms

**Valid Values:** A comma-separated value of valid media type names including (but not limited to): voice, email, chat, sms, facebook, facebooksession, facebookprivatemessage, twitter, twitterdirect, workitem

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

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

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## contact.history-search-attributes

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

**Valid Values:** A comma-separated value list of Interaction attributes to display in the interaction view, for example: Status, StartDate, EndDate, Subject

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

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

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## contact.last-called-agent.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

When set to true, the the attributes LastCalledAgent\_EmployeeID, LastCalledAgent\_TimeStamp, LCA\_EmplID\_<interaction-media-type> and LCA\_TimeStamp\_<interaction-media-type> of the contact are set in contact profile when an interaction is presented to the Agent.

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

Note: This option is taken into account only when the option 'contact.last-called-agent.<media-type>.enable' is not defined for the applicable media type.

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

**Default Value:** true

**Valid Values:** true,false

**Changes Take Effect:** Immediately.

This option can be used as a template to create a media specific option. When set to true, the attributes LastCalledAgent\_EmployeeID, LastCalledAgent\_TimeStamp, LCA\_EmplID\_<interaction-media-type> and LCA\_TimeStamp\_<interaction-media-type> of the contact are set in contact profile when an interaction of the given media type is presented to the Agent.

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

Note: This option overwrites the contact.last-called-agent.enable option.

Use the 'voice-campaign' media-type to define the lookup behavior in the context of outbound campaign interactions.

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---

## contact.lookup.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Activates the Interaction Workspace features that rely on Universal Contact Server (UCS) for lookup contact when an interaction is presented to the Agent.

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

Note: This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the option 'contact.lookup.<media-type>.enable' is not defined for the applicable media type.

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---

## contact.lookup.enable-create-contact

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

When contact look-up is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) can create a contact if the initial search can not find any existing contact.

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

Note: This option is taken into account only when attached data 'IdentifyCreateContact' is not set in the interaction and the option 'contact.lookup.<media-type>.enable-create-contact' is not defined for the applicable media type.

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---

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

**Default Value:** true

**Valid Values:** true,false

**Changes Take Effect:** Immediately.

Activates the Interaction Workspace features that rely on Universal Contact Server (UCS) for contact lookup when an interaction of the given media type is presented to the Agent.

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

**Note:** This option overwrites the `contact.lookup.enable` option. It is not taken into account when the attached data 'IdentifyCreateContact' is set in the interaction.

Use the 'voice-campaign' media-type to define the lookup behavior in the context of outbound campaign interactions.

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---

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) can create a contact if the initial search cannot find any existing contact.

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

**Note:** This option overwrites the `contact.lookup.enable-create-contact` option. It is not taken into account when the attached data 'IdentifyCreateContact' is set in the interaction.

Use the 'voice-campaign' media-type to define the lookup and create behavior in the context of outbound campaign interactions.

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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 application is started or restarted.

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

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---

## contact.metrics.enable-interactions-in-progress

**Default Value:** true

**Valid Values:** true, false

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

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

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## contact.metrics.time-frame-customer-notification

**Default Value:** 1

**Valid Values:** An integer value meaning a number of days. If set to 0, no metrics area .

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

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

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## contact.multiple-value-attributes

**Default Value:** EmailAddress,PhoneNumber

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

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

A list of contact attributes that can support multiple values.

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---

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

**Default Value:** 1W

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

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

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

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

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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.

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

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

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## contact.myhistory-displayed-columns-treeview

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

**Valid Values:** A comma-separated value list of Contact History items to be displayed in the threaded view of interactions in the MyHistory view, for example: Status, Subject, StartDate, EndDate, OwnerId.

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

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

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---

## contact.threading-ucs-interaction.enable

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

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

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## contact.timeout-delay

**Default Value:** 60

**Valid Values:** An integer from 1 through 3600.

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

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

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---

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Activates the Interaction Workspace feature that generates the interaction history in Universal Contact Server (UCS) based on the inbound and outbound interactions of type <media-type> handled by Interaction Workspace.

Note: The option is forced to the value false for the media-types email, chat, and smssession, as Media Server is responsible for submitting those interactions in UCS.

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

This option replaces contact.ucs-interaction.enable

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Activates the Interaction Workspace feature that looks up the history of existing interactions of the given <media-type> in Universal Contact Server (UCS) in order to update their content and status according to live interaction lifecycle.

Note: For the media type 'email', this option is forced to 'true'.

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

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

**Default Value:** false

**Valid Values:** true, false

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

Specifies for the specified <media-type> whether Interaction Workspace sets the start and end dates of interactions by using the time of the local agent workstation, or uses the date and time specified by Universal Contact Server (UCS) when it creates or updates an interaction record in UCS.

Use this option as a template and modify its name by replacing the <media-type> by an actual media type defined in Management Framework.

Note: Depending on which UCS version you are using, setting this option to 'true' might generate an additional request to UCS when 'mark done' is set.

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## dial-plan-rule-<name>

**Default Value:**

**Valid Values:** pattern => digit translation # comment

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

Specifies a dial plan rule. This dial plan rule allows IW to transform the received digits into the actual digits that it uses to make the call. See description in deployment guide chapter XXX

Sample:

'5XXX=>4351707{\$DIGITS} # This rule matches any 4-digit number starting with 5 and translates it to the number 43517075XXX'

'5002=>43517075002 # This rule matches the dialed number 5002' and translates it to the number 43517075002'

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## disaster-recovery.auto-restore

**Default Value:** true

**Valid Values:** true,false

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

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

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## disaster-recovery.disable-login-errors

**Default Value:** false

**Valid Values:** true, false

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

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

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## disaster-recovery.enabled

**Default Value:** false

**Valid Values:** true,false

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

Specifies whether Disaster Recovery functionality is activated or not.

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## disaster-recovery.peer-site

**Default Value:** DRPeer

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

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

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

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## disaster-recovery.preferred-site

**Default Value:** Preferred

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

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

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

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## disaster-recovery.restore-agent-state

**Default Value:** true

**Valid Values:** true, false

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

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

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## disaster-recovery.timeout

**Default Value:** 60

**Valid Values:** valid integer

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

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

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## disaster-recovery.wait-for-sipphone-timeout

**Default Value:** 0

**Valid Values:** valid integer 0 - means infinite

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

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

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## display-format.acd-queue.name

**Default Value:** \$ACDQueue.Alias\$

**Valid Values:** A string that contains a compilation of characters and field codes from the following list: \$ACDQueue.Number\$, \$ACDQueue.Alias\$, \$ACDQueue.Location\$

**Changes Take Effect:** Immediately.

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

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## display-format.agent-name

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

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

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

**Changes Take Effect:** Immediately.

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

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## display-format.caller-name

**Default Value:** \$Contact.FirstName\$ \$Contact.LastName\$

**Valid Values:** A string that contains a composition of characters and field codes from the following list: \$Interaction.Caseld\$, \$Interaction.Id\$, \$Interaction.MainParty\$, \$Contact.X\$, \$AttachedData.Y\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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

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## display-format.case-name-format

**Default Value:** \$Contact.FirstName\$ \$Contact.LastName\$

**Valid Values:** A string that contains a compilation of characters and field codes from the following list: \$Case.Id\$, \$Interaction.Id\$, \$Interaction.MainParty\$, \$Contact.X\$, \$AttachedData.Y\$ (X: name of contact attribute, Y: attached data key name)

**Changes Take Effect:** Immediately

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

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## display-format.chat-agent-name

**Default Value:** \$ChatAgent.FullName\$

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

\$ChatAgent.FullName\$, \$ChatAgent.Nickname\$, \$ChatAgent.UserName\$, \$ChatAgent.LastName\$, \$ChatAgent.FirstName\$

**Changes Take Effect:** Immediately.

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

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## display-format.current-agent-name

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

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

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

**Changes Take Effect:** Immediately.

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

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

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## display-format.customer-name-format

**Default Value:** `$Contact.FirstName$ $Contact.LastName$`

**Valid Values:** A string that contains a compilation of characters and field codes from the following list: `$Contact.X$` (X: name of contact attribute)

**Changes Take Effect:** Immediately

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

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## display-format.interaction-callback-name

**Default Value:** `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$`

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

`$Interaction.Type$, $Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$` (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.interaction-chat-name

**Default Value:** `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$`

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

`$Interaction.Type$, $Interaction.CaseId$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$` (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.interaction-email-name

**Default Value:** `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$`

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

`$Interaction.Type$, $Interaction.Caseld$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`  
(X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.interaction-im-name

**Default Value:** `$Interaction.Type$ $Interaction.MainParty$`

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

`$Interaction.Type$, $Interaction.Caseld$, $Interaction.Id$, $Interaction.MainParty$, $AttachedData.Y$(Y: attached data key name).`

**Changes Take Effect:** Immediately.

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

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

**Default Value:** `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$`

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

`$Interaction.Type$, $Interaction.Caseld$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`  
(X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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

**Default Value:** \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$

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

\$Interaction.Type\$, \$Interaction.Caseld\$, \$Interaction.Id\$, \$Interaction.MainParty\$, \$Contact.X\$, \$AttachedData.Y\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.interaction-queue.name

**Default Value:** \$InteractionQueue.DisplayName\$

**Valid Values:** A string that contains a compilation of characters and field codes from the following list: \$InteractionQueue.DisplayName\$, \$InteractionQueue.Name\$, \$InteractionQueue.Media\$

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

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

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## display-format.interaction-sms-name

**Default Value:** \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$

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

\$Interaction.Type\$, \$Interaction.Caseld\$, \$Interaction.Id\$, \$Interaction.MainParty\$, \$Contact.X\$, \$AttachedData.Y\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.interaction-voice-name

**Default Value:** \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$

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

list:

`$Interaction.Type$, $Interaction.Caseld$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`  
(X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.interaction-workitem-name

**Default Value:** `$Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$`

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

`$Interaction.Type$, $Interaction.Caseld$, $Interaction.Id$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$`  
(X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

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

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## display-format.routing-point.name

**Default Value:** `$RoutingPoint.Alias$`

**Valid Values:** A string that contains a compilation of characters and field codes from the following list: `$RoutingPoint.Number$, $RoutingPoint.Alias$, $RoutingPoint.Location$`

**Changes Take Effect:** Immediately.

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

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## editor.font-size-units

**Default Value:** point

**Valid Values:** A valid font size unit. The following units are supported: 'pixel', 'point'.

**Changes Take Effect:** At the next interaction.

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

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## email.attachment-download-timeout

**Default Value:** 20

**Valid Values:** An integer value between -1 and 3600.

**Changes Take Effect:** Immediately.

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

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## email.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## email.default-queue

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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## email.forward-queue

**Default Value:**

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

**Changes Take Effect:** Immediately.

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

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## email.from-addresses

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

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

**Changes Take Effect:** At the next interaction.

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

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## email.html-format

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## email.max-attachments-size

**Default Value:** 0

**Valid Values:** Any valid positive integer. 0 means no maximum.

**Changes Take Effect:** At the next interaction.

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

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

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## email.outbound-queue

**Default Value:**

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

**Changes Take Effect:** Immediately.

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

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## email.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## email.pull-from-history-isenabled

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Specifies whether it is possible to pull an E-Mail interaction from Contact History.

This option is applicable only if at least one of the following privileges has been granted to the agent: "Contact - Can Pull From Queue", "Contact - Can Pull Interactions In Shared Workbins", "Contact - Can Pull Interactions In Workbins Not Owned By The User".

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

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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## email.quote-char

**Default Value:** >

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

**Changes Take Effect:** Immediately.

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

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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:** At the next interaction.

Specifies the format of an outbound e-mail reply.

auto: outbound e-mail reply format is the same as corresponding inbound e-mail.

html: outbound e-mail reply format is forced to html.

plain-text: outbound e-mail reply format is forced to plain text.

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## email.reply-prefix

**Default Value:** Re:<SPACE>

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

**Changes Take Effect:** Immediately.

**Modified:** 8.5.116.10

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

- This option can be overridden by a routing strategy, as described in the Deployment Guide. The routing strategy can be used to identify the language of the email interaction and the reply prefix used by customers, and then to apply the same prefix to contact center replies in the email thread.
- Workspace removes the sequence of reply prefixes (occurrences of the current option and the default option value "Re: ") at the beginning of the subject and appends either the prefix specified by the routing strategy, the prefix specified by this option, or the default prefix if no prefix is configured.
- Agents can manually edit the subject prefix of a reply email interaction.

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## email.restricted-attachment-file-types

**Default Value:** No default value

**Valid Values:** A comma-separated list of file extensions that represent file types that are to be restricted. For example, use txt to restrict plain-text files, htm to restrict HTML files, and so on.

**Changes Take Effect:** At the next interaction.

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

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## email.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## email.set-ownerid-on-send

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## email.signature

**Default Value:**

**Valid Values:** "file:" followed by the file path or "response:" followed by the response path in the SRL.

**Changes Take Effect:** At the next interaction.

Specifies the type and the location of the signature template that is to be added to outbound e-mails. The value has two components that are separated by the character ':':

- 1) The type of signature template:
  - a) "file" for a file.
  - b) "response" for a response from the Standard Response Library.
- 2) The location of the signature template:
  - a) The file name and folder relative to the application folder. For example, "file:Signatures\Signature.txt".
  - b) The response name and full path of the parent category in the Standard Response Library. For example, "response:Signatures\Classic".

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

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## email.toast-information-key

**Default Value:** Subject

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

**Changes Take Effect:** At the next interaction.

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

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## expression.email-address

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

**Valid Values:** A regular expression

**Changes Take Effect:** At the next interaction.

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

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## expression.phone-number

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

**Valid Values:** A regular expression

**Changes Take Effect:** At the next interaction.

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

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## expression.phone-number.supported-characters

**Default Value:** 0123456789#\*

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

**Changes Take Effect:** At the next interaction.

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

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## expression.url

**Default Value:**

(?#Protocol)(?:(:ht|f)tp(?:s?)\:\:|\\|~|/|)?(?#Username:Password)(?:\w+:\w+@)?(?#Subdomains)(?:(:?[-\w]+\.)+)?(?#TopLevel

Domains)(?:com|org|net|gov|mil|biz|info|mobi|name|aero|jobs|museum|travel|[a-

z]{2}))?(?#Port)(?:[:\d]{1,5})?(?#Directories)(?:(:?/(?:[-\w~!\$+|.,\*]|%[a-fA-F\d]{2}))+|/)+)?(?#Query)(?:(?:\?|(?[-\w~!\$+|.,\*]|%[a-fA-F\d]{2}))+=(?:[-\w~!\$+|.,\*]=|%[a-fA-F\d]{2})\*)(?:&(?:[-\w~!\$+|.,\*]|%[a-fA-F\d]{2}))+=(?:[-\w~!\$+|.,\*]=|%[a-fA-F\d]{2})\*)\*(?#Anchor)(?:#(?:[-\w~!\$+|.,\*]=|%[a-fA-F\d]{2})\*)?

**Valid Values:** A regular expression representing a URL.

**Changes Take Effect:** At the next interaction.

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

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## gadget-statistics.displayed-call-center-statistics

**Default Value:**

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

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

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

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## gadget-statistics.displayed-kpis

**Default Value:**

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

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

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

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

**Default Value:** 5

**Valid Values:** an integer value

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

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

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## gadget-statistics.show

**Default Value:** true

**Valid Values:** true, false

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

Set to true to show the gadget of statistics.

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## gadget.window-title

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

**Valid Values:**

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

**Changes Take Effect:** Immediately.

Defines the title of the window in which the Gadget is rendered by specifying a string that contains the following field

codes:\$Window.Title,\$Application.Title,\$Application.Name,\$Agent.UserName,\$Agent.LastName,\$Agent.FirstName  
If all field codes are empty, the default string is \$Window.Title\$. This title is visible in the Task Bar only.

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## general.configuration-update-notification

**Default Value:** All

**Valid Values:** A comma-separated value list of items that are to be notified, for example:

None,All,ThisAgent,ThisApplication,ThisTenant,Transactions,Persons,Skills,AgentGroups,BusinessAttributes,Business

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

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

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## general.gad.attached-data

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

GD\_TransferTargetType,GD\_TransferTargetId,...

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## general.non-unicode-connection-encoding

**Default Value:**

**Valid Values:** .Net Name of Code Page Identifier

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

This option specifies the code page encoding that is used to connect to back-end servers that do not rely on Unicode communication (all back-end servers except UCS).

The possible values can be obtained from the ".Net Name" column of the Code Page Identifier that is defined in the following web page: [http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756(v=vs.85).aspx).

When this option is empty the applied encoding corresponds to the 'language for non unicode programs', that is also known as the 'system locale' of the agent Workstation.

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## im.agent.prompt-color

**Default Value:**

1. FF385078

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## im.agent.text-color

**Default Value:**

1. FF385078

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## im.auto-answer

**Default Value:** false

**Valid Values:** true, false

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

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

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## im.new-message-bell

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** Immediately

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

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## im.other-agent.prompt-color

**Default Value:**

1. FFD88000

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## im.other-agent.text-color

**Default Value:**

1. FFD88000

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## im.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## im.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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## im.system.text-color

**Default Value:**

1. FF8C8C8C

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** Immediately.

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

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## im.time-stamp

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

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

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## im.toast-timeout

**Default Value:** 10

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** At the next interaction.

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

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## interaction-bar.detail-tooltip.max-height

**Default Value:** 164

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

**Changes Take Effect:** Immediately.

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

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## interaction.case-data.content

**Default Value:** History,CaseData

**Valid Values:**

**Changes Take Effect:** At the next interaction.

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

- The CaseData key enables the display of the attached data that is defined by the [interaction.case-data.format-business-attribute](#) option; the relative order of case data keys can be specified in the configured Business Attribute object as described in that option.
- The History key enables the display of interaction history information such as 'origin', 'queue', 'call type'. The content displayed in the 'history' block is controlled by the application and the list of keys depends on the context. Administrators do not have control over this content.
- The order of the values in the option defines the order of the Case Data (as a block) and History (as another block) information in the Case Information area of the interaction preview.
- This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#). Starting from the 8.1.1 release, this option no longer controls the display of case information in the toast view. Please refer to the [toast.case-data.content](#) option for this purpose.

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## interaction.case-data.enable-url-preview

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Enables the display of a preview of the web page that is linked from URLs that are part of the case information. See also the 'expression.url' option.

This option can be overridden by a routing strategy, as described in the Interaction Workspace 8.1 Deployment Guide."

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

**Default Value:**

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

**Changes Take Effect:** At the next interaction

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the interaction.

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

You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the `interaction.case-data.order` option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in `interaction.case-data.order` option are put at the bottom of the list.

Starting from 8.1.1 release this option does not control anymore the display of case information in the toast view. Please refer to option `toast.case-data.format-business-attribute` for this purpose.

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## interaction.case-data.frame-color

### Default Value:

1. FFFFBA00

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** At the next interaction.

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

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## interaction.case-data.header-foreground-color

### Default Value:

1. FF15428B

**Valid Values:** Valid Hexidecial (HTML) color code

**Changes Take Effect:** At the next interaction.

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

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.



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

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## interaction.consult-user-data

**Default Value:** public

**Valid Values:** Select a value from the following list: public, private, none

**Changes Take Effect:** Immediately.

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

- none: No data is shared in the consultation.
- public: User data of the customer interaction is shared in the consultation. The user data is copied at the root level of the consultation user data.
- private: User data of the customer interaction is shared in the consultation. The user data is copied in a sub-list of the consultation user data, named 'SharedInformation'. This is Interaction Workspace 8.1.0 compatibility mode.

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

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## interaction.disposition.is-mandatory

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

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

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---

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

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Prevents changes to the disposition code after a voice interaction has been released. This option can be overridden by a routing strategy as described in 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:** Immediately

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

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## interaction.disposition.use-attached-data

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## interaction.disposition.use-connection-id

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

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

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## interaction.disposition.value-business-attribute

**Default Value:** DispositionCode

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

**Changes Take Effect:** Immediately

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

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## interaction.evaluate-real-party-for-agent

**Default Value:** true

**Valid Values:** true, false

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

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

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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 application is started or restarted.

The possible values for the number of rows per page in the Interaction Filters 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 application is started or restarted.

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

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

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

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

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

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

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## interaction-management.sort-result-pages-locally

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Next time an Interaction Queue filter is selected.

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

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

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

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## interaction.override-option-key

**Default Value:** IW\_OverrideOptions

**Valid Values:** Comma separated list of transaction object

**Changes Take Effect:** At the next interaction.

Enables overriding of certain application options by using a transaction object. 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:** Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.

**Changes Take Effect:** At the next interaction.

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

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## interaction.window.popup-topmost-z-order

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction if the value is changed to 'true' or when the application is started or restarted if the value is changed to 'false'.

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

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

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## interaction.window.show-in-taskbar

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## interaction.window-title

**Default Value:** (\$Contact.FirstName\$ \$Contact.LastName\$

**Valid Values:**

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

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

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

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## interactions.window.allows-transparency-on-winos6

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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## intercommunication.chat.conference.invite-timeout

**Default Value:** 30

**Valid Values:** from 30 to MAXINT

**Changes Take Effect:** At the next interaction.

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

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## intercommunication.chat.queue

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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## intercommunication.chat.routing-based-actions

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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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:** At the next interaction.

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

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## intercommunication.email.queue

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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

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## intercommunication.email.routing-based-actions

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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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:** At the next interaction.

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

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## intercommunication.im.routing-based-actions

**Default Value:** MakeIM

**Valid Values:** Comma separated list of valid operation names from the following: MakeIM

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

Defines the list of Routing Based actions.

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## intercommunication.im.routing-based-targets

**Default Value:**

**Valid Values:** Comma separated list of valid object types from the following: Agent, ACDQueue, RoutingPoint

**Changes Take Effect:** At the next interaction.

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

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## intercommunication.im.routing-points

**Default Value:**

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

\$dn\_name@switch\$

**Changes Take Effect:** At the next interaction.

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



added by Interaction Workspace:

IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,  
IW\_RoutingBasedRequestType, IW\_RoutingBasedLocation.

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## intercommunication.sms.queue

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_RoutingBasedRequestType

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## intercommunication.sms.routing-based-actions

**Default Value:** OneStepTransfer

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

OneStepTransfer.

**Changes Take Effect:** At the next interaction.

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

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## intercommunication.sms.routing-based-targets

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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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:** At the next interaction.

Defines 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, ACDQueue, RoutingPoint, Contact, TypeDestination.

**Changes Take Effect:** At the next interaction.

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

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## intercommunication.voice.routing-points

**Default Value:**

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

\$dn\_name@switch\$

**Changes Take Effect:** At the next interaction.

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

IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_RoutingBasedRequestType,IW\_RoutingBasedLocation.

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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:** At the next interaction.

Use this option as a template for any specific workitem media-type to specify the name of the Interaction Queue that is used by the 'routing based' feature for the specified workitem media-type.

The following attached data are added by Interaction Workspace:

IW\_RoutingBasedOriginalEmployeeId,IW\_RoutingBasedTargetId,IW\_RoutingBasedTargetType,IW\_RoutingBasedRequestType,IW\_RoutingBasedLocation.

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

**Default Value:**

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

**Changes Take Effect:** At the next interaction.

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

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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:** At the next interaction.

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

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## keyboard.hotkey.agent-not-ready

**Default Value:**

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

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

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

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

**Default Value:**

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

key name from the character key with the '+' character.

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

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

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## keyboard.hotkey.agent-ready

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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## keyboard.hotkey.hold-active-call

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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## keyboard.hotkey.release-active-call

**Default Value:**

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

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

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

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## keyboard.hotkey.toaster.accept

**Default Value:**

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

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

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

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## keyboard.hotkey.toaster.decline

**Default Value:**

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

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

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

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## keyboard.shortcut.action.help

**Default Value:** F1

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

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

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

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## keyboard.shortcut.contact.assigncontact

**Default Value:** Ctrl+A

**Valid Values:** A key combination that begins with a modifier key name (Ctrl, Shift, Alt, Win) and ends with a key name, separated by the '+' character.

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

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

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## keyboard.shortcut.contact.reset

**Default Value:** Ctrl+R

**Valid Values:** A key combination that begins with a modifier key name (Ctrl, Shift, Alt, Win) and ends with a key name, separated by the '+' character.

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

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

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## keyboard.shortcut.contact.save

**Default Value:** Ctrl+S

**Valid Values:** A key combination that begins with a modifier key name (Ctrl, Shift, Alt, Win) and ends with a key name, separated by the '+' character.

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

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

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## keyboard.shortcut.interaction.chat.conference

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.chat.end

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.chat.transfer

**Default Value:**

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

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



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

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## keyboard.shortcut.interaction.consult

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.email.add-attachments

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.email.delete

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.email.forward

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.email.interim-send

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.email.print

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.email.reply

**Default Value:** Ctrl+R

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

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

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

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## keyboard.shortcut.interaction.email.reply-all

**Default Value:** Ctrl+Shift+A

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

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

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

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## keyboard.shortcut.interaction.email.save

**Default Value:** Ctrl+S

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

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

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

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

**Default Value:** Ctrl+Shift+W

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

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

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

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## keyboard.shortcut.interaction.email.send

**Default Value:** Ctrl+Return

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

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

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

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## keyboard.shortcut.interaction.email.transfer

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.im.release

**Default Value:** Ctrl+D

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

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

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

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## keyboard.shortcut.interaction.mark-done

**Default Value:** Ctrl+E

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

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

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

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## keyboard.shortcut.interaction.preview.call-record

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.preview.cancel-record

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.preview.mark-done

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.preview.reject-record

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.sms.delete

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.sms.transfer

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.voice.answer-call

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.voice.hold-call

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.voice.reconnect-call

**Default Value:**

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

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

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

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## keyboard.shortcut.interaction.voice.release-call

**Default Value:** Ctrl+D

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

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

**Default Value:**

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

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

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

---

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

**Default Value:**

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

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

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

---

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## keyboard.shortcut.interaction.webcallback.call-contact

**Default Value:**

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

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

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

number.

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---

## keyboard.shortcut.interaction.webcallback.mark-done

**Default Value:**

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

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

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

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---

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

**Default Value:**

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

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

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

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---

## keyboard.shortcut.interaction.workitem.transfer

**Default Value:**

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

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

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

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---

## keyboard.shortcut.state.logout

**Default Value:** Ctrl+Alt+X

**Valid Values:** Only the name of a key or a key combination the begins with one of the following

modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

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

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---

## keyboard.shortcut.state.not-ready

**Default Value:** Ctrl+Alt+N

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

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

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

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---

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

**Default Value:** Ctrl+Alt+Z

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

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

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

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---

## keyboard.shortcut.state.ready

**Default Value:** Ctrl+Alt+R

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

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

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

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---

## keyboard.shortcut.teamlead.chat.bargein

**Default Value:**

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

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

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

---

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## keyboard.shortcut.teamlead.chat.stop-monitoring

**Default Value:**

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

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

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

---

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## keyboard.shortcut.teamlead.stop-monitoring

**Default Value:**

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

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

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

---

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## keyboard.shortcut.teamlead.voice.bargein

**Default Value:**

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

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

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

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---

## keyboard.shortcut.teamlead.voice.coaching

**Default Value:**

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

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

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

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---

## keyboard.shortcut.teamlead.voice.monitor

**Default Value:**

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

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

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

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---

## keyboard.shortcut.teamlead.voice.stop-monitoring

**Default Value:**

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

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

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

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---

## keyboard.shortcut.toaster.accept

**Default Value:** Ctrl+G

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

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

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

---

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## keyboard.shortcut.toaster.decline

**Default Value:** Ctrl+M

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

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

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

---

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## kpi.displayed-kpis

**Default Value:**

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

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

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

---

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## kpi.refresh-time

**Default Value:** 10

**Valid Values:** An integer value greater than 0.

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

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

---

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## kpi.show-agent-groups

**Default Value:** true

**Valid Values:** true, false

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

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

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---

## license.Irm-enabled

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## log.default-filter-type

**Default Value:** Copy

**Valid Values:** Select a value from the following list:

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

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

**Changes Take Effect:** Immediately.

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

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---

## log.ESDK

**Default Value:** All

**Valid Values:** One value from this list: All, Debug, Trace, Interaction, Alarm

**Changes Take Effect:** Immediately.

Defines the level of logging for API ESDK.

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---

## log.expire

**Default Value:** 10

**Valid Values:** An integer value from 1 through 100.

**Changes Take Effect:** Immediately.

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

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---

## log.filter-data.<keyName>

**Default Value:** Copy

**Valid Values:** Select a value from the following list:

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

The filter 'custom-filter' enables you to define KeyPrefix, KeyPost, ValuePrefix, and ValuePost.

Example: log.filter-data.Subject: custom-filter,>,<,>#,#<

**Changes Take Effect:** Immediately.

Defines the treatment of specific data in the log.



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

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---

## log.max-age

**Default Value:** 10

**Valid Values:** An integer value from 0 in days

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

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

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---

## log.PSDKK

**Default Value:** Standard

**Valid Values:** One value from this list: All, Debug, Trace, Interaction, Standard, Alarm

**Changes Take Effect:** Immediately.

Define the level of logging for the PSDK API.

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---

## log.segment

**Default Value:** 10MB

**Valid Values:** \$number\$ KB or \$number\$ Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. \$number\$ MB Sets the maximum segment size, in megabytes.

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

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

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---

## log.Trace

**Default Value:** \$Application.RootApplicationData\$\log\InteractionWorkspace

**Valid Values:** A valid URL.

**Changes Take Effect:** Immediately.

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

extension: ?.%date{yyyyMMdd\_HHmms\_fff}.log?. The full path can also contain the following field codes:

\$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Application.Exe\$, \$Application.AppName\$ (X: name of environment variable).

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---

## log.verbose

**Default Value:** Trace

**Valid Values:** Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None

**Changes Take Effect:** Immediately.

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

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---

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

**Default Value:**

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

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

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

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---

## login.chat.can-unactivate-channel

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.chat.is-auto-ready

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.default-place

**Default Value:**

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

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

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

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---

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

**Default Value:**

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

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

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

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---

## login.email.can-unactivate-channel

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.email.is-auto-ready

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.enable-login-without-channel

**Default Value:** true

**Valid Values:** true, false

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

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

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---

## login.enable-place-completion

**Default Value:** true

**Valid Values:** true or false

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

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

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---

## login.enable-same-agent-place

**Default Value:** true

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

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

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

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---

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

**Default Value:**

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

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

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

defines the NotReady Reason code.

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---

## login.im.available-queues

**Default Value:** ACDQueue

**Valid Values:** A comma-separated list of valid object types from the following list: ACDQueue, RoutingPoint, VirtualQueue

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

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

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---

## login.im.can-unactivate-channel

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.im.is-auto-ready

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.im.prompt-agent-login-id

**Default Value:** false

**Valid Values:** true, false

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

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

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---

## login.im.prompt-dn-password

**Default Value:** false

**Valid Values:** true, false

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

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

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---

## login.im.prompt-queue

**Default Value:** false

**Valid Values:** true, false

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

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

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---

## login.prompt-place

**Default Value:** false

**Valid Values:** true, false

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

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

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---

## login.sip-cluster.phone-number

**Default Value:**

**Valid Values:** Any valid device number or a string that contains one of the following field codes:  
\$Agent.EmployeeId\$.

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

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

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---

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

**Default Value:** true

**Valid Values:** true, false

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

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

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---

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

**Default Value:**

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

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

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

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---

## login.sms.can-unactivate-channel

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.sms.is-auto-ready

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.store-recent-place

**Default Value:** true

**Valid Values:** true, false

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

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

---

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

**Default Value:**

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

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

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

---

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## login.voice.available-queues

**Default Value:** ACDQueue

**Valid Values:** A comma-separated list of valid object types from the following list: ACDQueue, RoutingPoint, VirtualQueue

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

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

---

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## login.voice.can-unactivate-channel

**Default Value:** false

**Valid Values:** true,false

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

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

---

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## login.voice.force-relogin

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.voice.is-auto-ready

**Default Value:** false

**Valid Values:** true,false

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

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

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---

## login.voice.prompt-agent-login-id

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction

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

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---

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

**Default Value:** false

**Valid Values:** true, false

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

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

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---

## login.voice.prompt-dn-password

**Default Value:** false

**Valid Values:** true, false

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

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

---

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## login.voice.prompt-queue

**Default Value:** true

**Valid Values:** true, false

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

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

---

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

**Default Value:**

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

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

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

---

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## login.webcallback.can-unactivate-channel

**Default Value:** false

**Valid Values:** true,false

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

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

---

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## login.webcallback.is-auto-ready

**Default Value:** false

**Valid Values:** true,false

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

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

---

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## login.workmode

**Default Value:** unknown

**Valid Values:** unknown, auto-in, manual-in

**Changes Take Effect:** When the application is started or restarted or if the agent changes place.

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

---

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

**Default Value:** false

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

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

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

---

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

**Default Value:** false

**Valid Values:** true,false

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

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

---

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

**Default Value:** false

**Valid Values:** true,false

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

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

---

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## logout.enable-exit-on-logoff-error

**Default Value:** true

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

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

Specifies whether the agent can log out from the application even if one of the voice channel log offs resulted in an error.

The value **prompt** allows the agent to log out of the application if a log off channel error occurs. The agent is first prompted for confirmation before logging out the application.

---

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## main-window.dockable

**Default Value:** true

**Valid Values:** true, false

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

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

---

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## main-window.window-title

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

**Valid Values:**

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

**Changes Take Effect:** Immediately.

Defines the title of the Main Window that appears in the Windows Task Bar by specifying a string that contains the following field

codes: \$Window.Title\$, \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$,

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

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---

## openmedia.bundle.sms

**Default Value:** sms,smssession

**Valid Values:** A comma-separated list of valid media type names

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

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

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---

## openmedia.workitem-channels

**Default Value:**

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

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

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

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---

## options.record-option-locally-only

**Default Value:** false

**Valid Values:** true, false

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

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

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---

## outbound.call-result-automatically-selected

**Default Value:**

**Valid Values:** Select one value from the list.

**Changes Take Effect:** At the next interaction.

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

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---

## outbound.call-result-values

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

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

**Changes Take Effect:** At the next interaction.

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

---

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## outbound-callback.ringing-bell

**Default Value:**

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

---

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## outbound.campaign-stale-timeout

**Default Value:** 0

**Valid Values:** An integer value

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

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

---

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## outbound.fields.float-separator-in-db

**Default Value:**

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

**Changes Take Effect:** Immediately.

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

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---

## outbound.push-preview.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

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

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---

## outbound.push-preview.media-types

**Default Value:** outboundpreview

**Valid Values:**

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

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

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---

## outbound.push-preview.use-combined-channel

**Default Value:** true

**Valid Values:** true,false

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

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

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---

## outbound.record-information.frame-color

**Default Value:**

1. FFDFE8F6

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

**Changes Take Effect:** At the next interaction.

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

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---

## outbound.record-information.header-foreground-color

### Default Value:

1. FF15428B

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

**Changes Take Effect:** At the next interaction.

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

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---

## outbound.sound.campaign-updated

### Default Value:

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

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

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---

## outbound.treatment-mode

**Default Value:** none

**Valid Values:** Select one value from the following list: personal,campaign,none.

none: The application never applies any treatment to mark processed requests.

campaign: The treatment RecordTreatCampaign is applied to the record when a mark processed action is executed.

personal: The treatment RecordTreatPersonal is applied to the record when a mark processed action is executed.

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

**Changes Take Effect:** Immediately.

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



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---

## presence.evaluate-presence

**Default Value:** true

**Valid Values:** true or false

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

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

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---

## printing.use-print-preview

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

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

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---

## security.disable-rbac

**Default Value:** false

**Valid Values:** true, false

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

Disables role based access (RBAC). If this option is set to true, all the Interaction Workspace tasks are available to the agents. If this option is set to false, the list of agent tasks must be defined in Genesys Administrator.

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---

## security.enable-debug-information

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Specifies if the agent is able to display the Debug part (with buttons 'Exe','Logs','GC',...) in the about window.

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---

## security.inactivity-not-ready-reason

**Default Value:**

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

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

Specify the not-ready reason if the status of an agent is automatically set to not-ready following agent inactivity detection.

---

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## security.inactivity-set-agent-not-ready

**Default Value:** true

**Valid Values:** true, false

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

Specifies if the agent status is automatically set to not-ready when agent inactivity is detected.

---

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## security.inactivity-timeout

**Default Value:** 0

**Valid Values:** An integer value. If set to 0, inactivity is not taken into account.

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

Specifies the agent-inactivity timeout interval, in minutes. If the agent has been inactive (not using the mouse or keyboard) for longer than the inactivity timeout interval, the agent must reauthenticate to be able to use the Interaction Workspace application.

---

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## sip-cluster.data-center-locations

**Default Value:**

**Valid Values:**

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

Specifies the list of data center locations that are available for SIP Clustering.

---

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## sip-cluster.reconnect-timeout

**Default Value:** 10

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** Immediately.

In SIP Cluster environment, specifies the duration, in seconds, between each attempt to reconnect to SIP Server (TController) and/or Stat Server in the case of a connection loss.

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---

## sipendpoint.audio.headset.audio\_in\_agc\_enabled

**Default Value:** 1

**Valid Values:** true, false

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

Specifies whether AGC (automatic gain control) is enabled for headset audio (outgoing audio stream).

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---

## sipendpoint.audio.incoming.use\_agc

**Default Value:** 1

**Valid Values:** true, false

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

Specifies whether AGC (automatic gain control) is enabled for incoming calls.

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---

## sipendpoint.authenticate-with-dn-password

**Default Value:** false

**Valid Values:** true, false

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

Specifies whether the DN password that is specified in the Login window is used to authenticate at the SIP Endpoint level.

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---

## sipendpoint.exit-on-voice-logoff

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At next Log Off operation or at next login.

Specifies whether Interaction Workspace SIP Endpoint is unregistered and stopped if the voice channel is logged off manually by an agent. If the value of this option is set to 'true', the corresponding voice DN is also unregistered from SIP Server and therefore Interaction Workspace does not get notifications of any activity that occurs on it. If an agent manually Logs On to the voice channel, the corresponding DN is registered again and Interaction Workspace SIP Endpoint is restarted.

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## sipendpoint.genesyslab.beeptone.beeptone\_timeout

**Default Value:** 30000

**Valid Values:** An integer value.

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

Specifies the timeout interval, in milliseconds, for the beep tone.

---

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## sipendpoint.genesyslab.beeptone.enable\_beeptone

**Default Value:** 1

**Valid Values:** true, false

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

Specifies whether the beep tone is enabled.

---

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## sipendpoint.genesyslab.beeptone.play\_locally

**Default Value:** 0

**Valid Values:** true, false

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

Specifies whether the beep tone is played locally.

---

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## sipendpoint.genesyslab.control.auto\_answer

**Default Value:** 0

**Valid Values:** true, false

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

Specifies whether inbound calls are answered automatically.

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sipendpoint.genesyslab.device.audio\_in\_device

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sipendpoint.genesyslab.device.audio\_out\_device

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sipendpoint.genesyslab.device.error\_code\_when\_headset\_na

**Default Value:** 480

**Valid Values:** An integer value.

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

Specifies the error code that is sent when the call is rejected because of unavailability of a headset.

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sipendpoint.genesyslab.device.headset\_name

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sipendpoint.genesyslab.device.manual\_audio\_devices\_configure

**Default Value:** 0

**Valid Values:** true, false

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

Specifies that the agent is using a non-USB headset.

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---

sipendpoint.genesyslab.device.reject\_call\_when\_headset\_na

**Default Value:** 0

**Valid Values:** true, false

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

Specifies whether incoming calls are rejected if the headset is unavailable.

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---

## sipendpoint.genesyslab.device.use\_headset

**Default Value:** 0

**Valid Values:** true, false

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

Specifies whether a USB headset is used by the agent.

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---

## sipendpoint.genesyslab.dtmf.pause\_start\_stop\_dtmf

**Default Value:** 100

**Valid Values:** An integer value.

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

Specifies the time interval, in milliseconds, between each DTMF.

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---

## sipendpoint.genesyslab.dtmf.play\_locally

**Default Value:** 0

**Valid Values:** true, false

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

Specifies whether dtmf are played locally.

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---

## sipendpoint.genesyslab.system.log\_level\_AbstractPhone

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for the abstract phone.

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---

## sipendpoint.genesyslab.system.log\_level\_Audio

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for audio.

---

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## sipendpoint.genesyslab.system.log\_level\_Auto Configuration

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for auto configuration.

---

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## sipendpoint.genesyslab.system.log\_level\_CCM

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for CCM.

---

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## sipendpoint.genesyslab.system.log\_level\_Conferencing

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for conferencing.

---

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## sipendpoint.genesyslab.system.log\_level\_Contacts

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for contacts.

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## sipendpoint.genesyslab.system.log\_level\_DNS

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for DNS.

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---

## sipendpoint.genesyslab.system.log\_level\_Endpoint

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for endpoint.

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---

## sipendpoint.genesyslab.system.log\_level\_Jitter

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for jitter.

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## sipendpoint.genesyslab.system.log\_level\_Licensing

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for licensing.



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---

## sipendpoint.genesyslab.system.log\_level\_Media

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for media.

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---

## sipendpoint.genesyslab.system.log\_level\_Privacy

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for privacy.

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---

## sipendpoint.genesyslab.system.log\_level\_RTP

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for RTP.

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---

## sipendpoint.genesyslab.system.log\_level\_Security

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for security.

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## sipendpoint.genesyslab.system.log\_level\_Storage

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for storage.

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## sipendpoint.genesyslab.system.log\_level\_STUN

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for STUN.

---

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## sipendpoint.genesyslab.system.log\_level\_Transport

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for transport.

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## sipendpoint.genesyslab.system.log\_level\_USB Devices

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for USB devices.

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## sipendpoint.genesyslab.system.log\_level\_Uilities

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for utilities.

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---

## sipendpoint.genesyslab.system.log\_level\_Voice Quality

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for voice quality.

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---

## sipendpoint.genesyslab.system.log\_level\_XMPP

**Default Value:** 0

**Valid Values:** An integer value.

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

Specifies the log level for XMPP.

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---

## sipendpoint.headset-enforce-configured-usage

**Default Value:** false

**Valid Values:** true, false

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

Specifies whether the SIP Endpoint must wait for the detection of the headset that is configured in the 'sipendpoint.genesyslab.device.headset\_name' option before finalizing initialization. The agent remains logged out until the headset is detected.

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---

## sipendpoint.headset-replugged-set-ready

**Default Value:** true

**Valid Values:** true, false

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

Specifies whether the agent SIP DN is set automatically to Ready when the headset that is used by the agent is plugged back in.

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---

## sipendpoint.headset-unplugged-not-ready-reason

**Default Value:**

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

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

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged and 'sipendpoint.headset-unplugged-set-not-ready' option is set to 'true'.

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---

## sipendpoint.headset-unplugged-set-not-ready

**Default Value:** true

**Valid Values:** true, false

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

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

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## sipendpoint.init-attempt-nb

**Default Value:** 10

**Valid Values:** An integer value.

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

The maximum number of communication attempts between Interaction Workspace and Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the 'interaction-workspace'/sipendpoint.init-attempt-timer' option.

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## sipendpoint.init-attempt-timer

**Default Value:** 1

**Valid Values:** An integer value.

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

The interval of time, in seconds, between attempts to communicate with the Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the 'interaction-workspace'/sipendpoint.init-attempt-nb' option.

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## sipendpoint.log.verbose

**Default Value:** Trace

**Valid Values:** Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None.

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

Defines the global level of logging for the SIP Endpoint Application. If set to None, there is no log file created for the Interaction Workspace SIP Endpoint

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## sipendpoint.proxies.proxy0.reregister\_in\_seconds

**Default Value:** 3600

**Valid Values:** An integer value.

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

The interval of time, in seconds, before SIP Endpoint tries reregistration of line 1.

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---

## sipendpoint.proxies.proxy1.reregister\_in\_seconds

**Default Value:** 3600

**Valid Values:** An integer value.

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

The interval of time, in seconds, before SIP Endpoint tries reregistration of line 2.

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## sipendpoint.retain-volume-settings-between-sessions

**Default Value:** false

**Valid Values:** true, false

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

Specifies whether the headset and microphone volume settings are restored from the settings at the previous session login when Interaction Workspace SIP Endpoint starts.

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---

## sipendpoint.rtp.2833.enabled

**Default Value:** 1

**Valid Values:** true, false

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

Specifies whether local support for RFC 2833 out-of-band DTMF is enabled. This option works with the `system:dtmf:force_send_in_band` option as shown in the following table, where (a) is this option and (b) is the `system:dtmf:force_send_in_band` option. (a) (b) Result 1 1 Send out-of-band 2833; if that is not acceptable, fall back to in-band. 1 0 Send out-of-band 2833; if that is not acceptable, fall back to INFO . 0 1 Send in-band DTMF. 0 0 Send out-of-band INFO. In-band means that the application encodes the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band, and is only used in specific situations. See `system:dtmf:force_send_in_band` for examples.

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## sipendpoint.rtp.2833.hold\_over\_time\_in\_ms

**Default Value:** 100

**Valid Values:** An integer value.

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

If `Dtmf.force_send_in_band` is set to false and `rtp2833enabled` is set to true, specifies the minimum length of time, in milliseconds, to send 2833 packets. This setting is useful in the scenario where the agent presses a key for a very short time, to ensure that the packet time is longer than the key press time.

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## sipendpoint.rtp.2833.packet\_time\_in\_ms

**Default Value:** 60

**Valid Values:** An integer value.

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

If `Dtmf.force_send_in_band` is set to false and `rtp2833enabled` is set to true, specifies the time, in milliseconds, between 2833 packets. During this time, only audio is sent. This setting is useful in scenarios where back-to-back 2833 packets are handled.

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## sipendpoint.rtp.2833.payload\_number

**Default Value:** 101

**Valid Values:** An integer value.

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

If Dtmf.force\_send\_in\_band is set to false, specifies the payload number for DTMF.

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---

## sipendpoint.rtp.inactivity.timer\_enabled

**Default Value:** 0

**Valid Values:** true, false

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

Specifies whether the application should hangup when it detects that the RTP session is inactive.

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## sipendpoint.sbc-register-address

**Default Value:**

**Valid Values:** Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.

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

Specifies the host name or IP Address of the Session Border Controller where the SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the option TServer\sip-address of the SIP Server that monitors this agent's DN. In Business Continuity environment this corresponds to the preferred site registration.

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## sipendpoint.sbc-register-address.peer

**Default Value:**

**Valid Values:** Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.

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

In a Business Continuity environment, specifies the port number on the host of the Session Border Controller where the peer SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the option TServer\sip-address of the SIP Server that monitors the peer agent DN.

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## sipendpoint.sbc-register-port

**Default Value:**

---

**Valid Values:** Any valid port number on the host.

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

Specifies the port of the Session Border Controller where the SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If the value of this option is empty, the SIP REGISTER request will be sent to the port that is specified by the TServer\sip-port (or TServer\sip-port-tls) option of the SIP Server that monitors the DN of this agent. In a Business Continuity environment, this corresponds to the preferred site registration.

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## sipendpoint.sbc-register-port.peer

**Default Value:**

**Valid Values:** Any valid port number on the host.

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

In a Business Continuity environment, this option specifies the port of the Session Border Controller where the peer SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If the value of this option is empty, the SIP REGISTER request will be sent to the port that is specified by the TServer\sip-port (or TServer\sip-port-tls) option of the SIP Server that monitors the DN of the peer agent.

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## sipendpoint.system.diagnostics.enable\_logging

**Default Value:** 1

**Valid Values:** true, false

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

Specifies whether logging is enabled for SIP Endpoint.

---

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## sipendpoint.system.diagnostics.log\_level

**Default Value:** Error

**Valid Values:** Specify a value from the following list:

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

Specifies the Log level for SIP Endpoint.

---

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## sipendpoint.system.dtmf.force\_send\_in\_band

**Default Value:** 0

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

Set this option as described in the option RTP:2833:enabled. Consider sending in-band if you own your gateways, and one or more of your gateways does not support 2833, or does not handle it completely, or your gateway is using codecs that reproduce DTMF tones well. In this scenario, set this option to true to ensure that DTMF tones are passed through (bypass the gateway) and that they reproduce accurately at the receiving end. Also consider sending in-band if one or more of your gateways does not support 2833 or does not handle it completely, or your gateway is using codecs that do not reproduce DTMF tones well because they are designed to handle human voice rather than artificial sounds. In this scenario, setting this option to true will not help to ensure that DTMF tones get through.

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## sipendpoint.system.dtmf.minimum\_rfc2833\_play\_time

**Default Value:** 40

**Valid Values:** An integer value.

**Changes Take Effect:** When the application is started or restarted.

If the Dtmf.ForceSendInBand option is set to false, then use this option to specify the minimum play duration, in milliseconds, for DTMF tones.

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## sipendpoint.system.indialog\_notify.enable\_indialognotify

**Default Value:** 1

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

Specifies whether in-dialog Notify is enabled.

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---

## sipendpoint.system.network.dtx\_enabled

**Default Value:** 0

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

Specifies whether DTX is enabled. When DTX is enabled, transmission to a remote party is suspended

when the application detects that the local user is not speaking (silence is not transmitted). If this option is set to False (the default), then non-speaking audio (silence) is transmitted.

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## sipendpoint.system.qos.audio

**Default Value:** tos 46

**Valid Values:** A valid QOS

**Changes Take Effect:** When the application is started or restarted.

Specifies the type of QOS (quality of service) that is supported for audio, and if so, whether bandwidth is reserved.

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## sipendpoint.transport-protocol

**Default Value:** UDP

**Valid Values:** A value from the following list: UDP,TCP,TLS.

**Changes Take Effect:** When the application is started or restarted.

Specifies the transport protocol that is used by Interaction Workspace SIP Endpoint for SIP Communication. This option can be used with Interaction Workspace SIP Endpoint 8.0.204 and above.

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## sipendpoint.tuning.mixer.allow\_master\_volume\_change

**Default Value:** 0

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

Specifies whether the master volume is set when the speaker volume is set. If this option is set to false, the wave volume is set instead of the master volume.

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## sms.agent.prompt-color

**Default Value:**

1. FF385078

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** Immediately.

Specifies the color of the prompt for the messages entered by the agent in the SMS view.

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## sms.agent.text-color

**Default Value:**

1. FF385078

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** Immediately.

Specifies the color of the text of the messages entered by the agent in the SMS view.

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---

## sms.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies whether a SMS interaction is automatically accepted and joined if necessary when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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## sms.client.prompt-color

**Default Value:**

1. FF166FFF

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** Immediately.

Specifies the color of the text of the messages entered by the target client in the SMS view.

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## sms.client.text-color

**Default Value:**

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1. FF166FFF

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** Immediately.

Color of the client text in the SMS view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

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## sms.default-queue

**Default Value:**

**Valid Values:** A valid name of a Script of type Interaction Queue.

**Changes Take Effect:** At the next interaction.

Specifies the Interaction Queue in which new or reply outbound SMS are submitted when an agent clicks Send and before the interaction is placed in outbound queue.

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## sms.from-numbers-business-attribute

**Default Value:**

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** At the next interaction.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as 'from numbers' of outbound SMS interactions.

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## sms.max-message-number

**Default Value:** 8

**Valid Values:** Any valid positive integer. 0 means no maximum.

**Changes Take Effect:** At the next interaction.

Specifies the maximum number of SMS allowed per message.

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## sms.other-agent.prompt-color

**Default Value:**

1. FFD88000

**Valid Values:** Valid Hexadecimal (HTML) color code  
**Changes Take Effect:** Immediately.

Specifies the color of the text of the messages entered by the target agent in the SMS view.

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## sms.other-agent.text-color

**Default Value:**

1. FFD88000

**Valid Values:** Valid Hexadecimal (HTML) color code  
**Changes Take Effect:** Immediately.

Color of the other agent text in the SMS view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

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## sms.outbound-queue

**Default Value:**

**Valid Values:** Name of a valid Script of type Interaction Queue.  
**Changes Take Effect:** Immediately.

Specifies the Interaction Queue in which outbound SMS are placed when agents click 'Send' (Page mode only). This options is used only when Interaction Workflow does not set 'Queue for New Interactions' when it is routing Inbound SMS to Agents.

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## sms.prompt-for-done

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies if the application prompts a confirmation message when a user clicks the 'done' button. This option can be overridden by a routing strategy as described in Deployment Guide.

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## sms.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

Specifies the path of the sound file that is played when SMS interaction is ringing. For example:  
"Sounds\Ring.mp3

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## sms.subject-max-chars

**Default Value:** 25

**Valid Values:** An integer value. If set to 0, no subject.

**Changes Take Effect:** At the next interaction.

Specifies the maximum number of characters from the SMS message that are used to create the message subject in the contact history if the history doesn't contain subject.

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## sms.time-stamp

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

Specifies whether the time stamp is displayed in the SMS transcript area.

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## sms.transcript-time-frame

**Default Value:** 24

**Valid Values:** An integer value. If set to 0, no historic area .

**Changes Take Effect:** At the next interaction.

Specifies the range of time, in hours, in which to search for previous interactions by the same contact to populate the SMS transcript from the contact history. A value of 0 means nothing is added to the contact history.

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## sounds.preloadfiles

**Default Value:** Sounds\Ring.mp3

**Valid Values:** A comma-separated list of valid Windows directory paths and file names.

**Changes Take Effect:** At the next interaction.

Specifies the name and location in the application folder of audio files that are to be pre-loaded when an agent logs in. For Example: "Sounds\Ring.mp3,Sounds\bell.mp3,Sounds\chord.mp3,Sounds\warning.mp3". The audio files are defined by the options that control sounds, such as voice.ringing-bell and chat.new-message-bell. Files that are not specified by this option are loaded whenever they are needed.

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## spellchecker.corporate-dictionary

**Default Value:**

**Valid Values:** Comma-separated list of words

**Changes Take Effect:** When the application is started or restarted.

Specifies a comma-separated list of dictionary words that conform to the limitations of allowable characters in the configuration layer. Typically you would use this list to specify common words in your company, such as your company name or product name.

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## spellchecker.corporate-dictionary-file

**Default Value:**

**Valid Values:** Absolute or relative path to a text file.

**Changes Take Effect:** When the application is started or restarted.

Specifies the name and the path to your corporate dictionary file. The path can be relative to the Interaction Workspace working directory (for example: Dictionaries\CorporateDictionary.txt) or an absolute path (for example: C:\PathToDictionaries\CorporateDictionary.txt). The file must consist of a list of words (one word per line) with ANSI, Unicode, UTF-8 encoding (any encoding accepted by Microsoft .NET).

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## standard-response.categories

**Default Value:** \$All\$

**Valid Values:** A comma-separated value list of category names or full path category starting at the root category. \$All\$ to display Standard Responses from all categories.

**Changes Take Effect:** At the next interaction.

Specifies the list of categories that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of those categories.

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## standard-response.default-search-type

**Default Value:** AnyKeyword

**Valid Values:** One of the following values: AnyKeyword, AllKeywords, or ExactText

**Changes Take Effect:** At the next interaction.

Specifies the default search type that is used to search for text in the Standard Response Library. If empty, the default search type is "AnyKeywords".

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## standard-response.enable-usage-feedback

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies whether the usage information of the Standard Response Library is populated in the interaction record in UCS so that it can be read by the Training Server.

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## standard-response.languages

**Default Value:** \$All\$

**Valid Values:** A comma-separated value list of languages. \$All\$ to display Standard Responses from all languages.

**Changes Take Effect:** At the next interaction.

Specifies the list of languages that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of the root categories of the specified languages.

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## standard-response.suggested-responses-min-relevancy

**Default Value:** 50

**Valid Values:** from 0 to 100

**Changes Take Effect:** At the next interaction.



Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.

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## statistics.displayed-statistics

**Default Value:**

**Valid Values:** A comma-separated list of Statistic names.

**Changes Take Effect:** When the application is started or restarted.

Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

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## statistics.queues

**Default Value:**

**Valid Values:** A comma-separated list of queue identifiers in the following format:

(<queueNumber>@<switchName>)

**Changes Take Effect:** When the application is started or restarted.

Specifies the list of queues for which queue statistics are calculated. List of queues can be set through a variable: \$AGENT.LOGINQUEUE\$ (the queue on which the agent logged in ), \$AGENTGROUP.ORIGINATIONDNS\$ (the queues set as the origination DNSs in the agent groups to which this agent belongs).

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## statistics.refresh-time

**Default Value:** 10

**Valid Values:** An integer value greater than 0.

**Changes Take Effect:** When the application is started or restarted.

Defines the frequency of notification (in seconds) for statistics.

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## statistics.routing-points

**Default Value:**

**Valid Values:** A comma-separated list of Routing Point identifiers in the following format:

(<routingPointNumber>@<switchName>)

**Changes Take Effect:** When the application is started or restarted.

Specifies the list of routing points for which routing point statistics are calculated.

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## system-tray.tooltip

**Default Value:** \$Application.Title\$

**Valid Values:**

\$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$.

**Changes Take Effect:** When the application is started or restarted.

Defines the tooltip of the Interaction Workspace system tray icon by specifying a string that contains the following field codes: \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$. If all field codes are empty, the following field codes are used: \$Application.Title\$.

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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:** At next interaction event.

Specifies the list of interaction types that composes the filter of voice interactions distributed to the agent that are used to populate the Recent area of Team Communicator. The main party (agent, contact, phone number) of the incoming voice interactions that match this filter will be added to the Recent area of Team Communicator. It is possible to consult the details of the corresponding interactions when hovering the party name in recent area.

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## teamcommunicator.always-clear-textbox-on-new-interaction

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately.

When this option is set to true, Interaction Workspace clears the teamcommunicator search textbox when the interaction is initiated by pressing "Enter" or by clicking on one of the medias of teamcommunicator results. When it is set to false, this option clears the teamcommunicator search textbox only when the interaction is initiated by pressing "Enter"

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## teamcommunicator.contact-favorite-fields

**Default Value:** Category,FirstName,LastName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated list of values from the following list: Category, FirstName, LastName, PhoneNumber, EmailAddress.

**Changes Take Effect:** When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a Contact.

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## teamcommunicator.corporate-favorites

**Default Value:**

**Valid Values:** A comma-separated list of favorite names (section names) defined in the Interaction Workspace application.

**Changes Take Effect:** When the application is started or restarted.

Specifies the favorites that are pre-assigned to the agents. Those favorites will be 'read only' for the agents.

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## teamcommunicator.corporate-favorites-file

**Default Value:**

**Valid Values:** Absolute or relative path to an XML file.

**Changes Take Effect:** When the application is started or restarted.

Specifies the name and the path to your corporate favorites definition file. The path can be relative to the Interaction Workspace working directory (for example: Favorites\CorporateFavorites.txt) or an absolute path (for example: C:\PathToFavorites\CorporateFavorites.txt). The file must be in XML format. Overrides the teamcommunicator.corporate-favorites option.

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## teamcommunicator.custom-favorite-fields

**Default Value:** Category,FirstName,LastName,PhoneNumber,EmailAddress

**Valid Values:** A comma-separated list of values from the following list: Category, FirstName, LastName, PhoneNumber, EmailAddress.

**Changes Take Effect:** When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite created from a typed phone number or e-mail address.

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## teamcommunicator.internal-favorite-fields

**Default Value:** Category,DisplayName

**Valid Values:** A comma-separated value list of values from the following list: Category, DisplayName.

**Changes Take Effect:** When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a named resource.

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## teamcommunicator.list-filter-showing

**Default Value:** Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue>Contact

**Valid Values:** A comma-separated value list of filter items to be displayed in the team communicator, for example: Agent,AgentGroup,Skill,RoutingPoint,Queue>Contact,InteractionQueue

**Changes Take Effect:** When the application is started or restarted.

Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

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## teamcommunicator.list-status-reachable

**Default Value:** NotReady

**Valid Values:** A comma-separated list of agent status from the following list: NotReady, LoggedOff, Busy

**Changes Take Effect:** When the application is started or restarted.

Specifies the list of not-ready statuses for which a target agent can be contacted for consultation, transfer, and conference, requests. If the not-ready status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

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## teamcommunicator.load-at-startup

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

This option is used for performance issue at login time (when a lot of agents logs in at the same time). Specifies if all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Teamcommunicator are loaded at login time. If this option is set to false, the elements are no longer loaded at login time, but the 1st time the focus is placed in the Team Communicator.

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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 application is started or restarted.

Maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

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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 application is started or restarted.

The number of recent internal targets to display in the list of recent targets.

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## teamcommunicator.request-start-timer

**Default Value:** 300

**Valid Values:** An integer value from 1 through 5000.

**Changes Take Effect:** When the application is started or restarted.

Request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

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## teamlead.agent-status.enabled-agent-group-security-mode

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** At the next agent search.

**Introduced:** 8.5.130.04

Specifies that a Team Lead may change the status of an agent only if the agent is a member of an Agent Group that the Team Lead supervises. When set to false, any Team Lead can change the agent's status. Relies on the 'Team Lead - Can Change Agent Status' privilege being granted.

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## teamlead.monitoring-scope

**Default Value:** call

**Valid Values:** Select a value from the following list: agent,call

**Changes Take Effect:** Immediately.

Specifies the scope of monitoring that is to be used for voice interactions in environments that use SIP Server.

- call: The supervisor remains on the call until it is finished. This mode enables barge-in.
- agent: System disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

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## toast.case-data.content

**Default Value:** History,CaseData

**Valid Values:**

**Changes Take Effect:** At the next interaction.

Specifies the content of the Case Information area in the interaction preview. The CaseData key enables the display of the attached data that is defined by the [interaction.case-data.format-business-attribute](#) option. The History key enables the display of interaction history information. The order of the values defines the order of the Case Data and History information in the Case Information area of the interaction preview. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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## toast.case-data.format-business-attribute

**Default Value:**

**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Changes Take Effect:** At the next interaction

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

This option can be overridden by a routing strategy as described in Deployment Guide. You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the toast.case-data.order option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in option toast.case-data.order are put at the bottom of the list.

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## toast.window-title

**Default Value:** (\$Contact.FirstName\$ \$Contact.LastName\$

**Valid Values:**

\$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name).

**Changes Take Effect:** Immediately.

Defines the title of the Toast window by specifying a string that contains the following field codes: \$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.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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## views.CaseContactRegion.activate-order

**Default Value:** InteractionContactInformationView, InteractionContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionContactInformationView, InteractionContactHistoryView, ...

**Changes Take Effect:** When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default view. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.CaseContactRegion.order

**Default Value:** InteractionContactInformationView, InteractionContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionContactInformationView, InteractionContactHistoryView, ...

**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.CaseViewSideButtonRegion.order

**Default Value:** InteractionContainerSideButtonView,SRLSideButtonView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): InteractionContainerSideButtonView,SRLSideButtonView,...

**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ContactInfoHistoryMultiRegion.activate-order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView,...

**Changes Take Effect:** When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default one. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ContactInfoHistoryMultiRegion.order

**Default Value:** ContactInformationView,ContactHistoryView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView,...

**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ContactTabBottomHistoryMultiRegion.activate-order

**Default Value:** ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

**Changes Take Effect:** When the views are instantiated.



Specifies the selected (or default) view in the specify region or specifies the order of a list of view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:  
[http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ContactTabBottomHistoryMultiRegion.order

**Default Value:** ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...  
**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.InteractionDetailsRegion.activate-order

**Default Value:** NotepadVoiceNotepadView,DispositionsView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): NotepadVoiceNotepadView,DispositionsView,...  
**Changes Take Effect:** When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default view. The following URL enumerates all the views and regions:  
[http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.InteractionDetailsRegion.order

**Default Value:** DispositionsView,NotepadVoiceNotepadView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): DispositionsView,NotepadVoiceNotepadView,...  
**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ToolbarWorkplaceRegion.activate-order

**Default Value:**  
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views):  
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...  
**Changes Take Effect:** When the views are instantiated.

To indicate the selected (or default) view in the specified region, specifies an ordered list of view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:  
[http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ToolbarWorkplaceRegion.order

**Default Value:**  
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views):  
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...  
**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.ToolbarWorksheetButtonRegion.order

**Default Value:**  
MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarC  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views):  
MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarC  
**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.WorkbinsTabBottomHistoryMultiRegion.activate-order

**Default Value:** ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView  
**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...  
**Changes Take Effect:** When the views are instantiated.

Specifies the selected (or default) view in the specify region or specifies the order of a list view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:

[http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## views.WorkbinsTabBottomHistoryMultiRegion.order

**Default Value:** ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

**Valid Values:** A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

**Changes Take Effect:** When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: [http://docs.genesyslab.com/wiki/index.php?title=Category:Views\\_and\\_Regions](http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions)

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## voice.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

Specify whether a voice interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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## voice.dtmf-inactivity-typing-timeout

**Default Value:** 500

**Valid Values:** from 0 to MAXINT

**Changes Take Effect:** At the next interaction.

Defines the inactivity duration, in milliseconds, after which any buffered digits will be sent. A value of 0 means that each digit will be sent individually.

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## voice.enable-init-conference

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies whether the 'Initiate Transfer' and 'Initiate Conference' functions are displayed as separate actions to the Agent in the 'Consultation' area. When this option is set to 'false', the single menu item 'Start Voice Consultation' is displayed. This menu item triggers the 'Initiate Transfer' function.

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## voice.enable-make-call-consultation

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** When the application is started or restarted.

Specify whether a voice consultation is done through a MakeCall event instead of an InitTransfer/InitConference when the primary call is already held.

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## voice.mark-done-on-release

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specify if an interaction should be closed automatically if a TServer Release event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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## voice.one-step-trsf-mode

**Default Value:** default

**Valid Values:** Select at least one item from the list.

**Changes Take Effect:** When the application is started or restarted.

Specifies the type of one-step transfer. If you specify default, the one step transfer operation is 'single-step-transfer' when it is supported by your switch, or 'mute-transfer' if single step transfer is not supported by your switch.

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## voice.prompt-for-end

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies whether Interaction Workspace displays a confirmation message when the agent clicks 'End'. This option can be overridden by a routing strategy as described in Deployment Guide.

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## voice.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

Specifies the voice channel ringing sound-configuration string. For example: "Sounds\Ring.mp3"

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## webcallback.auto-answer

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies whether a Web Callback interaction is automatically accepted when Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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## webcallback.auto-dial

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At the next interaction.

Specifies whether Callback Phone Number is automatically dialed when an Interaction Web Callback is accepted. This option can be overridden by a routing strategy as described in Deployment Guide.

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## webcallback.callback-information.content

**Default Value:** Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime,FormerAttempts

**Valid Values:** A comma separated list of items within the following list: Subject, PhoneNumber, Type, ScheduledDate, ContactTime, LocalTime, FormerAttempts, Result.

**Changes Take Effect:** At the next interaction.

Defines the callback data that is displayed in the Callback Information Area. The callback data entries are displayed in the order in which they appear in the list.

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## webcallback.callback-information.frame-color

### Default Value:

1. FFDFE8F6

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** At the next interaction.

Specifies the color of the border of the Callback Information view frame of Web Callback interactions. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in Deployment Guide.

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## webcallback.callback-information.header-foreground-color

### Default Value:

1. FF15428B

**Valid Values:** Valid Hexadecimal (HTML) color code

**Changes Take Effect:** At the next interaction.

Specifies the color of the foreground of the Callback Information view frame of Web Callback interactions. Example #FFFFFF for white color. This option can be overridden by a routing strategy as described in Deployment Guide.

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## webcallback.complete-queue

### Default Value:

**Valid Values:** Name of a valid Script of type Interaction Queue.

**Changes Take Effect:** Immediately.

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent marks one as processed.

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## webcallback.park-queue

**Default Value:**

**Valid Values:** Name of a valid Script of type Interaction Queue.

**Changes Take Effect:** Immediately.

Specifies the Interaction Queue in which the parent Web Callback interaction is placed when an agent transfers a voice call that is created from a Web Callback interaction.

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## webcallback.reschedule-queue

**Default Value:**

**Valid Values:** Name of a valid Script of type Interaction Queue.

**Changes Take Effect:** Immediately.

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent reschedules one and marks it as processed.

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## webcallback.ringing-bell

**Default Value:** Sounds\Ring.mp3

**Valid Values:** All special characters that are valid Windows file path, '

**Changes Take Effect:** At the next interaction.

Specifies the path of the sound file that is played when Web Callback interaction is delivered to the agent. For example: "Sounds\Ring.mp3

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## webproxy.address

**Default Value:**

**Valid Values:** An empty address to specify the default proxy configuration of Microsoft Internet Explorer, a valid proxy address (for example: <http://my-proxy-server:3128>), "None", or an invalid address to use no proxy at all.

**Changes Take Effect:** At the next interaction.

Specifies the web proxy host address that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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## webproxy.password

**Default Value:**

**Valid Values:** The password of the proxy credentials. Leave empty to not use any credentials.

**Changes Take Effect:** At the next interaction.

Specifies the password to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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## webproxy.username

**Default Value:**

**Valid Values:** The username of the proxy credentials. Leave empty to not use any credentials.

**Changes Take Effect:** At the next interaction.

Specifies the username to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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## workbin.email.draft

**Default Value:**

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** When the application is started or restarted.

The name of the Workbin to be used to store draft e-mail.

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## workbin.email.draft.displayed-columns

**Default Value:** To,Subject,Submitted

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores Draft e-mail interactions.

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## workbin.email.in-progress

**Default Value:**

**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.

**Changes Take Effect:** When the application is started or restarted.

The name of the workbin that is to be used to store inbound e-mail for later processing, after an agent explicitly saved the e-mail or submitted an outbound reply.

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## workbin.email.in-progress.displayed-columns

**Default Value:** From,Subject,Received

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores In-Progress e-mail interactions.

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## workbin.<media-type>.<workbin-nickname>

**Default Value:**

**Valid Values:** The name of a valid Script object of type Interaction Workbin.

**Changes Take Effect:** When the application is started or restarted.

The name of the workbin that is to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

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## workbin.<media-type>.<workbin-nickname>.displayed-columns

**Default Value:** From,To,Subject,Received

**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received

**Changes Take Effect:** When the application is started or restarted.

The list of interaction fields that are displayed as columns of the specified workbin.

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## workbin.<media-type>.in-progress

**Default Value:**

**Valid Values:** The name of a valid Script object of type Interaction Workbin, that is owned by Agents.

**Changes Take Effect:** When the application is started or restarted.

The name of the workbin to be used to store In-Progress workitems of the specified media type.

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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 application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores In Progress workitems of specified media type.

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