GENESYS

Workspace Desktop Edition

interaction-workspace Section

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

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

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

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

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

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

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

- <media-type>.auto-answer
- <media-type>.auto-answer.enable-reject
- <media-type>.auto-answer.timer
- <media-type>.contact-history.enable-combine-interaction-with-current
- <media-type>.contact-history.enable-combine-ixn-with-current
- <media-type>.prompt-for-done
- <media-type>.pull-from-history-isenabled
- <media-type>.ringing-bell
- <media-type>.toast-information-key
- accessibility.agent-state-change-bell
- accessibility.disable-
- hyperlinks
- accessibility.focus-on-interaction-toast
- accessibility.interaction-state-change-bell
- accessibility.visual-impairment-profile
- accessibility.warning-message-bell
- accessibility.<media-

- type>.focus-on-interaction-toast
- active-recording.voice.recorder-uri
- active-recording.voice.recorder-uri
- active-recording.voice.recording-type
- agent-status.enabled-actions-by-channel
- agent-status.enabled-actions-global
- agent-status.not-ready-reasons
- alert.timeout
- application.available-layouts
- application.secondary-audio-out-device
- application.wiki-help-locale
- application.wiki-help-welcome-page
- broadcast.color.high-priority
- broadcast.color.important-priority
- broadcast.color.low-priority
- broadcast.color.minimal-priority
- broadcast.color.normal-priority
- broadcast.displayed-columns
- broadcast.dn
- broadcast.enable-removal
- broadcast.enable-removal-priority
- 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.system-messages-auto-mark-read
- broadcast.toast-summary
- broadcast.value-business-attribute
- callback.callback-information.content
- callback.callback-information.frame-color
- callback.callback-information.header-foreground-color
- callback.callback-types-business-attribute
- callback.gms-url
- callback.ringing-bell
- case-data.float-separator
- channel-information.window-title
- chat.agent.prompt-color
- chat.agent.text-color
- chat.attachment-download-timeout
- chat.auto-answer
- chat.auto-answer.enable-reject
- chat.auto-answer.timer
- chat.auto-mark-done-non-owner-agent
- chat.auto-mark-done-non-owner-agent.timer
- chat.auto-mark-done-owner-agent
- chat.auto-mark-done-owner-agent.timer
- chat.client.prompt-color
- chat.client.text-color
- chat.emojis-business-attribute
- chat.enable-auto-disconnect
- chat.historical.maximum-age
- chat.max-attachments-files
- chat.max-attachments-size
- chat.max-file-size
- chat.new-message-bell
- chat.nickname
- chat.on-hold-queue
- chat.other-agent.prompt-color
- chat.other-agent.text-color
- chat.pending-response-to-customer
- chat.pending-response-to-customer-bell
- chat.prompt-for-end
- chat.reconnect-attempts
- chat.reconnect-timeout
- chat.rich-media-widget-width
- chat.ringing-bell
- chat.show-attachment-image-thumbnail
- chat.show-unread-notification
- chat.simple-transcript
- chat.system.text-color
- chat.time-stamp
- chat.toast-information-key
- chat.transcript-enable-history-filters
- chat.transcript-message-text-direction
- chat.typing-isenabled
- chat.typing-timeout
- chatserver.addp.local-timeout

- chatserver.addp.remote-timeout
- chatserver.addp.trace-mode
- chatserver.ip-version
- chatserver.tls-mutual
- contact.all-interactions-default-time-filter-main
- contact.all-interactions-displayed-columns
- contact.all-interactions-displayed-columns-treeview
- contact.all-interactions-quick-search-attributes
- contact.available-directory-page-sizes
- contact.cache-timeout-delay
- contact.date-search-types
- contact.default-directory-page-size
- contact.directory-advanced-default
- contact.directory-auto-append-star-to-search
- contact.directory-default-mode
- contact.directory-displayed-columns
- contact.directory-enabled-modes
- contact.directory-permissions.<ContactAttributeName>
- contact.directory-search-attributes
- contact.directory-search-types
- contact.displayed-attributes
- contact.editable-attributes
- contact.history-advanced-default
- contact.history-auto-append-star-to-search
- contact.history-custom-attribute-values.<attribute-name>
- contact.history-custom-attributes-search-types
- contact.history-default-time-filter-main
- contact.history-displayed-columns
- contact.history-displayed-columns-treeview
- contact.history.filters-<attribute>
- contact.history.highlight-current-interaction
- contact.history.media-filters
- contact.history-quick-search-attributes
- contact.history-search-attribute-group.<group-name>
- contact.history-search-attributes
- contact.history.voice-detail-attributes
- contact.last-called-agent.enable
- contact.last-called-agent.<media-type>.enable
- contact.lookup.auto-assign-mode
- contact.lookup.enable
- contact.lookup.enable-create-contact
- contact.lookup.voice.use-dialed-phone-number
- contact.lookup.<media-type>.auto-assign-mode
- 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.multi-value-attribute-display.<contact-attribute>
- contact.multiple-value-attributes
- contact.multiple-value-attributes-enable-default-description
- contact.myhistory-default-time-filter-main
- contact.myhistory-displayed-columns
- contact.myhistory-displayed-columns-treeview
- contact.myhistory-quick-search-attributes
- contact.threading-ucs-interaction.enable
- contact.timeout-delay
- contact.ucs-interaction.<media-type>.enable-create
- contact.ucs-interaction.<media-type>.enable-lookup
- contact.ucs-interaction.<media-type>.use-server-date
- dial-plan-rule-<name>
- disaster-recovery.auto-restore
- disaster-recovery.disable-login-errors
- disaster-recovery.enabled
- disaster-recovery.eservices-random-delay-range
- disaster-recovery.eservices-site
- 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.action-code.name
- display-format.agent-group.name
- display-format.agent-name
- display-format.business-attribute.name
- display-format.caller-name
- display-format.case-name-format
- display-format.chat-agent-name
- display-format.chat-customer-name
- display-format.contact-name
- display-format.current-agent-name
- display-format.customer-name-format
- display-format.field.name
- display-format.folder.name
- 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.outbound-record-name
- display-format.party-name-format
- display-format.routing-point.name
- display-format.skill.name
- display-format.virtual-queue.name
- display-format.workbin.name
- editor.font-size-units
- editor.shortcuts.prefix
- editor.user-agent-http-header
- email.attachment-download-timeout
- email.auto-answer
- email.auto-answer.enable-reject
- email.auto-answer.timer
- email.can-change-text-direction
- email.default-queue
- email.forward.enable-cc-addresses
- email.forward.enable-instructions
- email.forward.enable-multiple-to-addresses
- email.forward-queue
- email.from-addresses
- email.from-addresses.force-default-on-reply
- email.html-format
- email.include-original-text-in-reply
- email.include-standard-response-subject-on-insert
- email.inline-forward-prefix
- email.inline-forward-queue
- email.mandatory-subject
- email.max-attachments-size
- email.move-inbound-to-in-progress-workbin-on-reply
- email.outbound.copy-editable-case-data-in-inbound
- email.outbound.editable-bcc-addresses
- email.outbound.editable-cc-addresses
- email.outbound.editable-to-addresses
- email.outbound-queue
- email.prompt-for-done
- email.pull-from-history-isenabled
- email.qa-review-dispositions-business-attribute
- email.quote-char
- email.quote-header
- email.reply-copy-category-id
- email.reply-format
- email.reply-prefix
- email.resend-prefix
- email.restricted-attachment-file-types
- email.ringing-bell
- email.set-ownerid-on-send
- email.signature
- email.toast-information-key
- eservices.disconnect-on-logoff

- eservices.session-restore-mediatype
- eservices.session-restore-timeout
- expression.callable-phone-number
- expression.email-address
- expression.outbound-campaign-phone-number
- expression.phone-number
- expression.phone-number.supported-characters
- expression.team-communicator-phone-number
- 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-agent-collection-loading-method
- general.configuration-business-attribute-cache-preload
- general.configuration-business-attribute-folder-cache-preload
- general.configuration-object-collection-cache-path
- general.configuration-object-collection-cache-timeout
- general.configuration-transaction-cache-preload
- general.configuration-update-notification
- general.gad.attached-data
- general.non-unicode-connection-encoding

- general.restricted-attachment-file-content-types
- general.writable-downloaded-attachment-file-types
- gui.editor-zoom-range
- gui.emoji-font-name
- gui.magnification-factor
- gui.themes
- 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.simple-transcript
- im.system.text-color
- im.time-stamp
- im.toast-timeout
- interaction.auto-focus
- interaction.auto-focus.<media-type>
- interaction-bar.allows-floating-transparency
- interaction-bar.detail-tooltip.max-height
- interaction-bar.enable-quick-access
- interaction-bar.quick-access-auto-open
- interaction-bar.quick-access-auto-open.<media-type>
- interaction-bar.quick-access-modes
- interaction-bar.quick-access-modes.<media-type>
- interaction.case-data.content

- interaction.case-data.email.mandatory-actions
- 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.case-data.<media-type>.mandatory-actions
- interaction.consult-user-data
- interaction.disposition.display-mode
- interaction.disposition.email.mandatory-actions
- 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.disposition.<media-type>.mandatory-actions
- interaction.evaluate-real-party-for-agent
- interaction.evaluate-real-party-for-agent.expression
- interaction-management.available-interaction-page-sizes
- interaction-management.filters

- interaction-management.interactions-filter.displayed-columns
- interaction-management.snapshot-timeout-delay
- interaction.override-option-key
- interaction.reject-route
- interaction.unconditional-force-close
- 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.voicemail.enabled-target-types
- intercommunication.voicemail.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.campaign.get-record
- keyboard.shortcut.contact.assigncontact
- keyboard.shortcut.contact.reset
- keyboard.shortcut.contact.save
- keyboard.shortcut.hamburger.open
- keyboard.shortcut.interaction.chat.add-attachments
- keyboard.shortcut.interaction.chat.conference
- keyboard.shortcut.interaction.chat.end
- keyboard.shortcut.interaction.chat.hold
- keyboard.shortcut.interaction.chat.transfer
- keyboard.shortcut.interaction.consult
- keyboard.shortcut.interaction.email.add-attachments
- keyboard.shortcut.interaction.email.cancelforward
- keyboard.shortcut.interaction.email.complete
- keyboard.shortcut.interaction.email.delete
- keyboard.shortcut.interaction.email.forward
- keyboard.shortcut.interaction.email.inline-forward
- keyboard.shortcut.interaction.email.interim-send
- keyboard.shortcut.interaction.email.print
- keyboard.shortcut.interaction.email.put-back-to-origin-queue
- 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-workbin
  record
- keyboard.shortcut.interaction.preview.cancel-to-origin-queue
  record
- keyboard.shortcut.interaction.preview.mark-
  done
- keyboard.shortcut.interaction.preview.mark-
  done-get-next
- keyboard.shortcut.interaction.preview.reject-
  record
- keyboard.shortcut.interaction.pull-
  preview.mark-done
- keyboard.shortcut.interaction.pull-
  preview.mark-done-get-next
- keyboard.shortcut.interaction.sms.delete
- keyboard.shortcut.interaction.sms.transfer
- keyboard.shortcut.interaction.voice.answer-
  call
- keyboard.shortcut.interaction.voice.hold-
  call
- keyboard.shortcut.interaction.voice.pause-
  recording-call
- keyboard.shortcut.interaction.voice.reconnect-
  call
- keyboard.shortcut.interaction.voice.release-
  call
- keyboard.shortcut.interaction.voice.resume-
  call
- keyboard.shortcut.interaction.voice.resume-
  recording-call
- keyboard.shortcut.interaction.voice.single-
  step-conference
- keyboard.shortcut.interaction.voice.single-
  step-transfer
- keyboard.shortcut.interaction.voice.start-
  recording-call
- keyboard.shortcut.interaction.voice.stop-
  recording-call
- keyboard.shortcut.interaction.webcallback.call-
  contact
- keyboard.shortcut.interaction.webcallback.mark-
  done
- keyboard.shortcut.interaction.workitem.move-

- keyboard.shortcut.interaction.workitem.move-
  to-workbin
- keyboard.shortcut.interaction.workitem.put-
  back-to-origin-queue
- keyboard.shortcut.interaction.workitem.transfer
- keyboard.shortcut.paste-text-
  only
- keyboard.shortcut.state.logout
- keyboard.shortcut.state.not-
  ready
- keyboard.shortcut.state.not-
  ready-after-call-work
- keyboard.shortcut.state.ready
- keyboard.shortcut.team-
  communicator.focus
- keyboard.shortcut.teamlead.chat.bargein
- keyboard.shortcut.teamlead.chat.stop-
  monitoring
- keyboard.shortcut.teamlead.stop-
  monitoring
- keyboard.shortcut.teamlead.voice.bargein
- keyboard.shortcut.teamlead.voice.coaching
- keyboard.shortcut.teamlead.voice.monitor
- keyboard.shortcut.teamlead.voice.stop-
  monitoring
- keyboard.shortcut.toaster.accept
- keyboard.shortcut.toaster.decline
- kpi.displayed-kpis
- kpi.refresh-time
- kpi.show-agent-groups
- license.lrm-enabled
- log.default-filter-type
- log.ESDK
- log.expire
- log.filter-data.<keyName>
- log.max-age
- log.PSDK
- log.PSDK.SwitchPolicy
- log.segment

- log.Trace
- log.verbose
- login.available-place-groups
- login.chat.auto-not-ready-
  reason
- login.chat.can-unactivate-
  channel
- login.chat.is-auto-ready
- login.default-place
- login.email.auto-not-ready-
  reason
- login.email.can-unactivate-
  channel
- login.email.is-auto-ready
- login.enable-login-without-
  channel
- login.enable-place-completion
- login.enable-same-agent-
  place
- login.im.auto-not-ready-
  reason
- login.im.available-queues
- login.im.can-unactivate-
  channel
- login.im.is-auto-ready
- login.im.prompt-agent-login-
  id
- login.im.prompt-dn-password
- login.im.prompt-queue
- login.place-location-source
- login.place-selection-type
- login.place-state-timeout
- 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.store-username
- 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.voice.restore-dn-less-phone-number-on-logout
- login.voice.use-dn-less-login-extension
- login.webcallback.auto-not-ready-reason
- login.webcallback.can-unactivate-channel
- login.webcallback.is-auto-ready
- login.workmode
- login.<media-type>.auto-not-ready-reason
- login.<media-type>.can-unactivate-channel
- login.<media-type>.is-auto-ready
- logout.enable-exit-on-logoff-error
- logout.voice.use-login-queue-on-logout
- main-window.auto-hide-display-delay
- main-window.bypass-auto-hide-conditions
- main-window.window-title
- openmedia.bundle.sms
- openmedia.workitem-channels
- options.clean-up-former-record-location
- options.record-location
- options.record-option-locally-only
- outbound.assured-connection.allow-release-engaging-call-timeout
- outbound.call-result-automatically-selected
- outbound.call-result-is-mandatory
- outbound.call-result-values
- outbound-callback.ringing-bell
- outbound.callback-types
- outbound.campaign-stale-timeout
- outbound.complete-record-before-transfer
- outbound.fields.float-separator-in-db
- outbound.load-at-startup
- outbound.push-preview.auto-answer
- outbound.push-preview.auto-answer.enable-reject
- outbound.push-preview.auto-answer.timer
- outbound.push-preview.media-types
- outbound.push-preview.use-combined-channel
- outbound.record-information.frame-color
- outbound.record-information.header-foreground-color
- outbound.reschedule-inherit-parent-availability-interval
- outbound.sound.campaign-updated
- outbound.timed-preview-auto-dial
- outbound.treatment-mode
- presence.evaluate-presence
- printing.use-print-preview
- reporting.case.report-case-in-focus-duration
- screen-recording.client.address
- screen-recording.client.max-attempts
- screen-recording.client.ping-interval
- screen-recording.client.port
- screen-recording.client.secure-connection
- screen-recording.htcc.peer_uri
- screen-recording.htcc.uri
- security.client-authentication-certificate-search-value
- security.disable-rbac
- security.enable-debug-information
- security.inactivity-force-not-ready-state
- security.inactivity-not-ready-reason
- security.inactivity-set-agent-not-ready
- security.inactivity-timeout
- security.session-lock-force-not-ready-state
- security.session-lock-not-

- ready-reason
- security.session-lock-set-agent-not-ready
- sip-cluster.data-center-locations
- sip-cluster.reconnect-timeout
- sipendpoint.authenticate-with-dn-password
- sipendpoint.codecs.g729/8000.fmtp
- sipendpoint.codecs.h264.fmtp
- sipendpoint.core-deadlock-detection-delay
- sipendpoint.enable-ipv6
- sipendpoint.exit-on-voice-logoff
- sipendpoint.headset-enforce-configured-usage
- sipendpoint.headset-replugged-set-ready
- sipendpoint.headset-unplugged.not-ready-reason
- sipendpoint.headset-unplugged-set-not-ready
- sipendpoint.init-attempt-nb
- sipendpoint.init-attempt-timer
- sipendpoint.ip-version
- sipendpoint.log.expire
- sipendpoint.log.segment
- sipendpoint.log.verbose
- sipendpoint.policy.device.audio_in_device
- sipendpoint.policy.device.audio_out_device
- sipendpoint.policy.device.capture_device
- sipendpoint.policy.device.headset_name
- sipendpoint.policy.device.use_headset
- sipendpoint.policy.endpoint.defer_device_release
- sipendpoint.policy.endpoint.include_mac_address
- sipendpoint.policy.endpoint.public_address
- sipendpoint.policy.endpoint.rtp_inactivity_timeout

- sipendpoint.policy.endpoint.rtp_port_min
- sipendpoint.policy.endpoint.rtp_port_min
- sipendpoint.policy.endpoint.sip_port_min
- sipendpoint.policy.endpoint.sip_port_min
- sipendpoint.policy.endpoint.tcp_port_max
- sipendpoint.policy.endpoint.tcp_port_min
- sipendpoint.policy.endpoint.video_max_bitrate
- sipendpoint.policy.endpoint.webrtc_audio_layer
- sipendpoint.policy.session.agc_mode
- sipendpoint.policy.session.auto_accept_video
- sipendpoint.policy.session.auto_answer
- sipendpoint.policy.session.dtmf_method
- sipendpoint.policy.session.dtx_mode
- sipendpoint.policy.session.echo_control
- sipendpoint.policy.session.noise_suppression
- sipendpoint.policy.session.reject_session_when_headset_na
- sipendpoint.policy.session.ringback_enabled
- sipendpoint.policy.session.ringback_file
- sipendpoint.policy.session.rx_agc_mode
- sipendpoint.policy.session.sip_code_when_headset_na
- sipendpoint.policy.session.vad_level
- sipendpoint.proxies.proxy0.domain
- sipendpoint.proxies.proxy0.nat.ice_enabled
- sipendpoint.proxies.proxy0.nat.stun_server
- sipendpoint.proxies.proxy0.nat.stun_server_port
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- sipendpoint.proxies.proxy1.domain
- sipendpoint.proxies.proxy1.domain
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- voice.enable-init-conference
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- voice.hold-indicator-timer
- voice.hot-standby.backup-retry-delay
- voice.hybrid-switch-preference
- voice.mark-done-on-release
- voice.nb-max-independent-calls
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- webcallback.auto-answer.timer
- 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>.in-progress
- workbin.<media_type>.in-progress.displayed-columns
- workbin.<media-type>.<nick-name>.notify-property-changed
- workbin.<media-type>.<workbin-nickname>
- workbin.<media-type>.<workbin-nickname>.auto-update
- workbin.<media-type>.<workbin-nickname>.displayed-columns
- workbin.<media-type>.<workbin-nickname>.max-results
- workbin.<media-type>.<workbin-nickname>.quick-search-attributes
- 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.

Specifies whether a workitem interaction of the specified type is accepted automatically when an Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Dependencies: <media-type>.auto-answer, <media-type>.auto-answer.timer
Introduced: 8.5.105.12

When the `<media-type>.auto-answer` option with matching media type is set to true and `<media-type>.auto-answer.timer` is greater than 0, this option specifies if the reject button should be enabled when the corresponding privilege is granted. Privilege InteractionWorkspace.Voice.canRejectCall, or InteractionWorkspace.<media-type>.canDecline for open media. Note that for outbound push-preview interactions, the applicable option is 'outbound.push-preview.auto-answer.enable-reject'. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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<media-type>.auto-answer.timer

Default Value: 0

Valid Values: any integer greater or equal to 0
Changes Take Effect: At the next interaction.
Dependencies: <media-type>.auto-answer
Introduced: 8.5.105.12
Related Options: outbound.push-preview.auto-answer.timer

When the `<media-type>.auto-answer` option with matching media type is set to `true`, this option specifies the time in seconds after which the incoming interactions of this type is automatically answered. A value of 0 means immediate auto-answer. Note that for outbound push-preview interactions, the applicable option is `outbound.push-preview.auto-answer.timer`. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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<media-type>.contact-history.enable-combine-interaction-with-current

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately.
Introduced: 8.5.142.05
Discontinued: 8.5.143.08

If an agent is already handling an interaction with a contact, this option specifies whether an in-progress interaction of the given media type, opened from the **Contact History** tab, is displayed in the current interaction view or in a separate case view. **Note:** you cannot display more than one Email interaction in the same view.This option has been replaced by <media-type>.contact-history.enable-combine-ixn-with-current due to GAX maximum character length for option names.

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<media-type>.contact-history.enable-combine-ixn-with-current

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately.
Introduced: 8.5.143.08

Specifies whether an interaction of the given media type opened from the **Contact History** tab is displayed in the current interaction view or in a separate case view. **Note**: you cannot display more than one Email interaction in the same view.This option replaces <media-type>.contact-history.enable-combine-interaction-with-current due to GAX maximum character length for option names.

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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 Done. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device

Specifies the path of the sound file that is played when interaction of type <media-type> is ringing. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means play and repeat until an explicit message stops it. For example, the `established` event stops the ringing sound.

   b. `0` means play the whole sound one time.

    c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

- `primary`—Play the sound on the default audio output device

- `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

- `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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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 Overriding Options by Using a Routing Strategy.

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accessibility.agent-state-change-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device

Specifies the sound configuration string used when the agent state changes. For example: "Sounds\bell.mp3|7|0|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, mp3 and other sound file formats cannot be rendered by DirectShow filters. In this scenario, use DirectShow-compatible formats such as `.wav`.

2. The priority—The higher the integer the higher the priority.

3. The duration:

    a. `0` means play the sound one time.

    b. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

- `primary`—Play the sound on the default audio output device

- secondary—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

- both—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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accessibility.disable-hyperlinks

Default Value: false
Valid Values: true, false
Changes Take Effect: The next time an interaction containing a hyperlink is displayed.
Introduced: 8.5.124.08
Related Options: accessibility.visual-impairment-profile

Specifies whether processing and presenting hyperlinks in email, chat, SMS, and MMS as active elements should be disabled or enabled. Some screen readers cause Workspace to become unresponsive when processing active hyperlinks.

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accessibility.focus-on-interaction-toast

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.101.14

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

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accessibility.interaction-state-change-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device

Specifies the interaction state change sound-configuration string. For example: "Sounds\ chord.mp3|5|0|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

    a. `0` means play the whole sound one time.

    b. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

    - `primary`—Play the sound on the default audio output device

    - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

    - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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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.
Introduced: 8.5.113.11
Modified: 8.5.124.08
Related Options: accessibility.disable-hyperlinks

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. Beginning with version 8.5.113.11, Workspace enables agents to enter TABs in the email composition area of outgoing email interactions by pressing the **TAB** key if the value of this option is set to `false`; to use the **TAB** key to step to the next control or field, agents must first press **Ctrl-TAB** to step out of the text composition area. To disable this feature, set the value of this option to `true`; agents will not be able to enter TABS in the email composition area, but they can use the **TAB** key to move to the next control in the tab order.

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accessibility.warning-message-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device

Specifies the warning message sound-configuration string. For example: "Sounds\ warning.mp3|10|0|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority -- The higher the integer the higher the priority.

3. The duration:

   a. `0` means play the whole sound one time.

   b. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.101.14
Related Options: accessibility.focus-on-interaction-toast

Specifies that all Interaction Notification views for the <media-type> receives the focus when they are displayed. When a value for this option is set, this option overrides the `accessibility.focus-on-interaction-toast` option. This option does not rely on the `accessibility.visual-impairment-profile` option; therefore, it applies to all configured agents, not just visually impaired agents.

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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.recorder-uri

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

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

active-recording.voice.recording-type

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

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

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

agent-status.enabled-actions-by-channel

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

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

agent-status.enabled-actions-global

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

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

agent-status.not-ready-reasons

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

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

alert.timeout

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

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

application.available-layouts

Default Value: main-window
Valid Values: main-window
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 is not accessible, and Interaction Worskspace starts in the system tray.

application.secondary-audio-out-device

Default Value: $AllNonDefault$
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters. And also regular expression characters (. $ ^ { [(|) * + ? \). The special value '$AllNonDefault$' specify that the sound should be played on all non default audio devices.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.15x.xx

Specifies a secondary audio device on which to play the sounds that are configured with the option secondary or both. For example: Speakers, if the corresponding device system name contains this string.

application.wiki-help-locale

Default Value:
Valid Values: A locale name based on format LanguageCode-CountryCode (ex: 'en-US').
Changes Take Effect: At next request to the online help.
Introduced: 8.5.100.05

Specifies the locale of the Workspace online help. When this option is left empty, Workspace tries to find the online help that corresponds with the current language selected by the agent. If set to a valid locale (LanguageCode-CountryCode, for example: en‑US), Workspace accesses the online help of the specified language.

application.wiki-help-welcome-page

Default Value:
Valid Values: A valid web page URL.
Changes Take Effect: At next request to on-line help.

Specifies the URL of the Workspace help home page. When this option is specified, all access requests to the on-line help are redirected to this page.

broadcast.color.high-priority

Default Value: #FF5E99FF
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.

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

broadcast.color.important-priority

Default Value: #FFE81100
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.

Specifies the color of the border of the Message view frames for important priority messages.

Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color.

broadcast.color.low-priority

Default Value: #FF7EC0C2
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.

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

broadcast.color.minimal-priority

Default Value: #FFC7C7C7
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.

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

broadcast.color.normal-priority

Default Value: #FFC48C88
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.

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

broadcast.displayed-columns

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

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

broadcast.dn

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

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

broadcast.enable-removal

Default Value: all
Valid Values: A comma separated list of message types.
Changes Take Effect: At next access to a message.

Specifies a comma separated list of message types, including custom message types, that an Agent is allowed to delete from the Message View.

There are three pre-defined types:

- system - internal system messages

- public - any type other than system messages

- all - all messages

broadcast.enable-removal-priority

Default Value: Important
Valid Values: Select from the list Highest priority level enabled for removal
Changes Take Effect: At next access to a message.

Specifies the highest message priority level that an agent is allowed to delete from the Message View.

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, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device
Related Options: application.secondary-audio-out-device

Specifies the sound configuration string of messages of type important. For example: "Sounds\ HighMessage.mp3|10|-1|primary" The value has four components that are separated by the

character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority -- The higher the integer the higher the priority.

    a. `-1` means play the whole sound and repeat the sound until the Interactive Notification is closed.

    b. `0` means play the whole sound one time.

    c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

3. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

    • `primary`—Play the sound on the default audio output device

    • `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

    • `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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broadcast.sound.important-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device
Related Options: application.secondary-audio-out-device

Specifies the sound-configuration string of a message of type important. For example: "Sounds\ImportantMessage.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority -- The higher the integer the higher the priority.

3. The duration:

    a. `-1` means play the whole sound and repeat the sound until the Interactive Notification is closed.

    b. `0` means play the whole sound one time.

    c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

    • `primary`—Play the sound on the default audio output device

    • `secondary`—Play the sound on the secondary audio device, as defined by the

`application.secondary-audio-out-device` configuration option

- both—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

broadcast.sound.low-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device
Related Options: application.secondary-audio-out-device

Specifies the sound configuration string of messages of type important. For example: "Sounds\ LowMessage.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority"The higher the integer the higher the priority.

3. The duration:

   a. `-1` means play the whole sound and repeat the sound until the Interactive Notification is closed.

   b. `0` means play the whole sound one time.

   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - both—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

broadcast.sound.minimal-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device
Related Options: application.secondary-audio-out-device

Specifies the sound configuration string of messages of type important. For example: "Sounds\ MinimalMessage.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer, the higher the priority.

3. The duration:

   a. `-1` means play the whole sound and repeat the sound until the Interactive Notification is closed.

   b. `0` means play the whole sound one time.

   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

broadcast.sound.normal-priority

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device
Related Options: application.secondary-audio-out-device

Specifies the sound configuration string of messages of type important. For example: "Sounds\ NormalMessage.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder.The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority -- The higher the integer the higher the priority.

3. The duration:

   a. `-1` means play the whole sound and repeat the sound until the Interactive Notification is closed.

   b. `0` means play the whole sound one time.

   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no

value is specified for this flag, the value |`primary` is used by default.

- `primary`—Play the sound on the default audio output device

- `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

- `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

broadcast.subscribed.topics

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

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

broadcast.system-messages-auto-mark-read

Default Value: true
Valid Values: boolean
Changes Take Effect: At next change of counter value.

Specifies that system messages are marked as "read" immediately after the interactive notification is displayed to prevent the Main Menu button from including them in the notification bullet counter.

broadcast.toast-summary

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

Determines the attributes display in the broadcast message notification.

broadcast.value-business-attribute

Default Value:

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

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

callback.callback-information.content

Default Value: DesiredTime, Type, Number, Instructions
Valid Values: A comma separated list of items within the following list: DesiredTime, Type, Number, Instructions.
Changes Take Effect: At the next interaction.
Introduced: 8.5.111.21

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.

callback.callback-information.frame-color

Default Value:

1. FF17849D

Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.
Introduced: 8.5.111.21

Specifies the background color of the Callback Information view header of 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 Overriding Options by Using a Routing Strategy.

callback.callback-information.header-foreground-color

Default Value: #FFFFFFFF
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.
Introduced: 8.5.111.21

Specifies the color of the text of the Callback Information view header of Callback interactions. Example #FFFFFFFF for white color. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

callback.callback-types-business-attribute

Default Value:
Valid Values: A valid Business Attribute Name.
Changes Take Effect: At the next interaction.
Introduced: 8.5.111.21

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as available "Callback Types" when scheduling a Callback.

callback.gms-url

Default Value:
Valid Values: A valid URL in the following format: http://<gms-host>:<gms-port>/
Changes Take Effect: At next callback request.
Introduced: 8.5.111.21

Specifies the URL of the Genesys Mobile Server (GMS) that will be used for Callback requests.

callback.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

Specifies the path of the sound file that is played when a Callback Preview Invitation is delivered to the agent. For example: "Sounds\ Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':
1) The file name and folder relative to the application folder. It may happen that on some virtual desktop, MP3 or other sounds format cannot be rendered by Direct Show filters. Files format that can be played (.wav, ...) with Direct Show must be used here.
2) The priority. The higher the integer the higher the priority.
3) The duration:
    a) -1 means plays and repeats until an explicit message stops it (I.e.: the established event stops the ringing sound).
    b) 0 means play the whole sound one time.
    c) An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4) The output devices:
    a) primary means plays on the default output device.
    b) secondary means plays on the output device specified by the
    `application.secondary-audio-out-device` option.
    c) both means plays on both default output device and the output device
    specified by the `application.secondary-audio-out-device` option.

case-data.float-separator

Default Value:
Valid Values: A valid float separator. Typical float separators are: '.' (period), ',' (comma), and '\'
(backslash).
Changes Take Effect: Immediately.

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

channel-information.window-title

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

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

chat.agent.prompt-color

Default Value: #FF2E6599
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain
color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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

chat.agent.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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

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chat.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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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 Overriding Options by Using a Routing Strategy.

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chat.auto-answer.enable-reject

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.105.12

Specifies whether the **Reject** button is available in the interaction notification when the value of `chat.auto-answer` is set to `true` and the value of `chat.auto-answer.timer` is greater than 0. The privilege to reject interactions must be granted. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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chat.auto-answer.timer

Default Value: 0
Valid Values: Any integer greater than or equal to 0
Changes Take Effect: At the next interaction.
Introduced: 8.5.105.12

Specifies the time, in seconds, after which an incoming interaction is automatically answered if the value of `chat.auto-answer` is set to true. If the value 0 is specified, interactions are immediately auto-answered. If any positive integer value is specified, then an interaction notification is displayed to the agent and a timer counts down the seconds until the interactions is auto-answered. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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chat.auto-mark-done-non-owner-agent

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: interaction.disposition.is-mandatory
Introduced: 8.5.128.07
Related Options: chat.auto-mark-done-owner-agent, chat.auto-mark-done-non-owner-agent.timer

Specifies whether chat interactions are automatically closed and marked done when the contact disconnects if the agent is not the owner (not the last agent remaining connected to the interaction) of the chat interaction; this includes chat consultation agents and supervisors who are monitoring or coaching the chat interaction.

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chat.auto-mark-done-non-owner-agent.timer

Default Value: 0
Valid Values: 0 to MAXINT
Changes Take Effect: Immediately
Dependencies: interaction.disposition.is-mandatory, chat.auto-mark-done-non-owner-agent
Introduced: 8.5.128.07
Related Options: chat.auto-mark-done-non-owner-agent, chat.auto-mark-done-owner-agent.timer

Specifies the time, in seconds, before a chat interaction auto closes if the agent is not the owner (not the last agent remaining connected to the interaction) of the chat interaction; this includes chat consultation agents and supervisors who are monitoring or coaching the chat interaction.

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chat.auto-mark-done-owner-agent

Default Value: false

Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: interaction.disposition.is-mandatory
Introduced: 8.5.128.07
Related Options: chat.auto-mark-done-non-owner-agent, chat.auto-mark-done-owner-agent.timer

Specifies whether chat interactions are automatically closed and marked done when the contact disconnects if the agent is the owner (the last agent remaining connected to the interaction) of the chat interaction.

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chat.auto-mark-done-owner-agent.timer

Default Value: 0
Valid Values: 0 to MAXINT
Changes Take Effect: Immediately
Dependencies: interaction.disposition.is-mandatory, chat.auto-mark-done-owner-agent
Introduced: 8.5.128.07
Related Options: chat.auto-mark-done-owner-agent, chat.auto-mark-done-non-owner-agent.timer

Specifies the time, in seconds, before a chat interaction auto closes if the agent is the owner (the last agent remaining connected to the interaction) of the chat interaction.

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chat.client.prompt-color

Default Value: #FFAF4F0B
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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.emojis-business-attribute

Default Value:
Valid Values: Valid Name of Business Attribute.
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

Specify Name of Business Attribute contained Emojis definition.

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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.historical.maximum-age

Default Value: 0
Valid Values: 0 or any positive integer.
Changes Take Effect: At the next interaction.
Introduced: 8.5.122.08

Specifies the number of days of previous chat sessions with the current contact are to be displayed in the Chat interaction view before the current chat session. The value 0 means that no previous chat sessions are displayed. A maximum of 3000 messages can be displayed.

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chat.max-attachments-files

Default Value: 0
Valid Values: Any valid positive integer between 0 and 100. 0 means no limits.
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

The total maximum number of files that agents can attach to chat interaction. An error message is displayed to the agent if the total number of attached files exceeds this value. The value 0 means that there is no restriction.

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chat.max-attachments-size

Default Value: 0
Valid Values: Any valid positive integer between 0 and 1000. 0 means no maximum.
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

The total maximum number of megabytes of files that agents can attach to chat 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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chat.max-file-size

Default Value: 0
Valid Values: Any valid positive integer between 0 and 1000000. 0 means no maximum.
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

The maximum file size in kilobytes that agents can attach to chat interaction. An error message is displayed to the agent if the file size exceeds this value. The value 0 means that there is no restriction.

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chat.new-message-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: Immediately

Specifies the configuration string for the new Chat Message sound. For example: "Sounds\bell.mp3|7|0|primary" The value has four components that are separated by the character '|':
1) The file name and folder relative to the application folder. It may happen that on some virtual desktop, MP3 or other sounds format cannot be rendered by Direct Show filters. Files format that can be played (.wav, …) with Direct Show must be used here.
2) The priority. The higher the integer the higher the priority.
3) The duration:
    a) 0 means play the whole sound one time.
    b) An integer > 0 means a time, in milliseconds, to play and repeat the sound.
4) The output devices:
    a) primary means plays on the default output device.

b) secondary means plays on the output device specified by the `application.secondary-audio-out-device` option.
c) both means plays on both default output device and the output device specified by the `application.secondary-audio-out-device` option.

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 Overriding Options by Using a Routing Strategy.

chat.on-hold-queue

Default Value: No default value
Valid Values: Any valid Script name of type 'Interaction Queue'.
Changes Take Effect: At the next attempt to put a chat in a queue.
Introduced: 8.5.128.07

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

chat.other-agent.prompt-color

Default Value: #FF295B00
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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

chat.other-agent.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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.pending-response-to-customer-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: Immediately
Introduced: 8.5.122.08
Related Options: application.secondary-audio-out-device

Specifies the configuration string for the chat pending response sound. For example: "Sounds\ chord.mp3|7|0|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. It may happen that on some virtual desktop, MP3 or other sounds format cannot be rendered by Direct Show filters. Files format that can be played (.wav, ...) with Direct Show must be used here.

2. The priority. The higher the integer the higher the priority.

3. The duration:

    1. 0 means play the whole sound one time.

    2. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. The output devices:

    1. primary means plays on the default output device.

2. secondary means plays on the output device specified by the `application.secondary-audio-out-device` option.

3. both means plays on both default output device and the output device specified by the `application.secondary-audio-out-device` option.

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 Overriding Options by Using a Routing Strategy.

chat.reconnect-attempts

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

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

chat.reconnect-timeout

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

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

chat.rich-media-widget-width

Default Value: 300
Valid Values: An integer value between 100 and 500.
Changes Take Effect: At the next interaction.

Introduced: 8.5.150.06

Specifies the width, in pixels, of Rich Media in a chat interaction. The value of this option affects the minimum width of the Chat transcript view.

chat.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
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|10|-1|primary" The value has four components that are separated by the character '|':
1) The file name and folder relative to the application folder. It may happen that on some virtual desktop, MP3 or other sounds format cannot be rendered by Direct Show filters. Files format that can be played (.wav, …) with Direct Show must be used here.
2) The priority. The higher the integer the higher the priority.
3) The duration:
    a) -1 means plays and repeats until an explicit message stops it (I.e.: the established event stops the ringing sound).
    b) 0 means play the whole sound one time.
    c) An integer > 0 means a time, in milliseconds, to play and repeat the sound.
4) The output devices:
    a) primary means plays on the default output device.
    b) secondary means plays on the output device specified by the `application.secondary-audio-out-device` option.
    c) both means plays on both default output device and the output device specified by the `application.secondary-audio-out-device` option.

chat.show-attachment-image-thumbnail

Default Value: never
Valid Values: A value from the following list: never, always, online, history
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

Specifies whether to display the icon of an attached image file in chat transcript as image thumbnail (or as generic file) in the online session, the interaction history, or both.

chat.show-unread-notification

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next sent message.
Introduced: 8.5.122.08

Specifies whether the unread message notification is displayed in the chat transcript. When the message is read, the notification icon disappears. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

chat.simple-transcript

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.122.08

Specifies whether the chat transcript is displayed as simple lines of text lines instead of text blocks.

chat.system.text-color

Default Value: #FF8C8C8C
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range)..
Changes Take Effect: Immediately.

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

chat.time-stamp

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

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

chat.toast-information-key

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

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

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chat.transcript-enable-history-filters

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.132.05

Specifies that the value specified for the contact.history.filters-<attribute> option is used to filter the history-based part of the chat transcript.

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chat.transcript-message-text-direction

Default Value: ltr
Valid Values: ltr or rtl
Changes Take Effect: At the next interaction.
Introduced: 8.5.140.08
Related Options: accessibility.visual-impairment-profile, chat.simple-transcript

Specifies whether messages in the chat transcript are displayed with a left-to-right (default) or a right-to-left reading layout. Use this option for chat interactions where contacts are using a right-to-left reading language. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy. This option has no effect if the value of the `accessibility.visual-impairment-profile` option and/or the value of the `chat.simple-transcript` is set to `true`.

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chat.typing-isenabled

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.
Modified: 8.5.108.11

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

8.0.1.

> ### Warning
>
> If the Chat - Can Preview Customer Typing privilege is also granted, and you have configured eServices to hide sensitive personal information that is entered by the contact during the chat, agents will be able to see the information as it is entered, but not after then contact sends it.
> **Added:** 8.5.108.11

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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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chatserver.addp.local-timeout

Default Value: 0
Valid Values: 0 to MAXINT
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies the duration, in seconds, that Workspace sends polling signals to the Chat Server. The value 0 means this functionality is disabled. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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chatserver.addp.remote-timeout

Default Value: 0
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies the duration, in seconds, that Chat Server sends polling signals to Workspace. The value 0 means this functionality is disabled. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

chatserver.addp.trace-mode

Default Value: off
Valid Values: One value from this list: client,remote,full,off
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies the level of logging for ADDP.

- client: Select Trace On Client Side to turn on ADDP at the client. The client application will generate ADDP-related messages in its logs.

- remote: Select Trace On Server Side to turn on ADDP at the server. The application will generate ADDP-related messages in its logs.

- full: Select Trace On Both Sides to turn on ADDP at both the client and server. The Client and server applications will both generate ADDP-related messages in their logs.

- off: Select Trace Is Turned Off to turn off ADDP tracing altogether. ADDP-related messages will not be generated.

This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

chatserver.ip-version

Default Value: auto
Valid Values: One value from this list: auto, '4,6','6,4'
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies Internet Protocol version preference for the connection to the Chat Server.

- auto: Internet Protocol Version preference is specified in environment variable GCTI_CONN_IP_VERSION or key 'ip-version' in interactionworkspace.exe.config. If not specified in any of those 2 sources the value '4,6' is used.

- 4,6: Force Internet Protocol Version to IPv4

- 6,4: Force Internet Protocol Version to IPv6

This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

chatserver.tls-mutual

Default Value: false

Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.148.04

Specifies whether Workspace is required to provide a certificate key in environments where Chat Server works in Mutual TLS mode.

contact.all-interactions-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.
Introduced: 8.5.104.15

Specifies which Time Filter is selected by default in the **Interaction Search** view.

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

contact.all-interactions-displayed-columns

Default Value: Status,Subject,StartDate,EndDate
Valid Values: A comma-separated value list of interaction attribute names from the following list: Subject, Status, ContactId, StartDate, OwnerId, EndDate, and custom attributes.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies the list of interaction attributes that are displayed in the result list of the Interaction Search view, for example: Status, Subject, StartDate, EndDate

contact.all-interactions-displayed-columns-treeview

Default Value: Status,Subject,StartDate
Valid Values: A comma-separated value list of interaction attribute names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.126.07

Specifies the list of interaction attributes that are displayed in the tree view of the **Interaction Search** view, for example: Status, Subject, StartDate, EndDate

contact.all-interactions-quick-search-attributes

Default Value: Subject
Valid Values: A comma-separated value list of valid interaction attribute names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies the interaction attributes that are used to search interactions in the quick search mode of the 'Interaction Search' view. Refer to Deployment Guide to get the definition of interaction attributes.

contact.available-directory-page-sizes

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

The possible values for number of rows per page in the Contact Directory search result view.

contact.cache-timeout-delay

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

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

contact.date-search-types

Default Value: On,OnOrAfter,Before,Between
Valid Values: Select at least one from the list.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

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

contact.default-directory-page-size

Default Value: 10
Valid Values: An integer from 1 through 50.
Changes Take Effect: When the application is started or restarted.
Dependencies: contact.available-directory-page-size

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

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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.
Modified: 8.5.112.08

Specifies the list of contact attributes that are presented by default in the advanced search form of the Contact Directory view. Once an agent has personalized the list of advanced search attributes the personalized list of attributes takes precedence over this option in the subsequent sessions (8.5.112.08 and higher).

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contact.directory-auto-append-star-to-search

Default Value: true
Valid Values: true, false
Changes Take Effect:
Introduced: 8.5.117.18

Specifies whether an asterisk ("*") character is automatically appended to a Contact Directory keyword search to force a `starts with` search. When searching in languages, such as Chinese or Japanese, set this option to `false` and set up a CJK Analyzer in Universal Contact Server.

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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-enabled-modes

Default Value: ListView,GridView
Valid Values: A comma-separated value list of views from the following list: ListView, GridView.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.105.12

Specifies which view of the Contact Directory can be selected.

- ListView: Quicker search performance and tokenized search items, but no sort on the result. This view can be enabled only if the 'Contact' index is activated in UCS.

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

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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 view. Modifies the search logic whenever the Application, Tenant, Agent Group, or Agent makes a contact search request based on a set of attribute values that are configured for contacts in your Universal Contact Server database. Refer to the Restricted Access section for information about how to configure this option.

contact.directory-search-attributes

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

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

contact.directory-search-types

Default Value: begins-with,is
Valid Values: A comma separated list of values of strings from this list: contains, begins-with, is.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.110.13

The list of search types that are available for the agent to use to search the contact database in advanced mode. Specifying the value 'contains' may have a performance impact on Universal Contact Server.

contact.displayed-attributes

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

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

contact.editable-attributes

Default Value: All
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.
Dependencies: contact.displayed-attributes
Introduced: 8.5.101.14

The list of Contact attributes that can be changed by Agent. 'Contact - Can Edit Contact' privilege must be granted. A comma-separated value list of Attribute Value names that correspond to contact

field names: either All or one or more of the values that are defined by the `contact.displayed-attributes` option. If this option is left blank (""), no fields are editable.

contact.history-advanced-default

Default Value: Status,StartDate
Valid Values: A comma-separated value list of interaction attributes.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.104.15, 8.5.112.08

Specifies the list of interaction attributes that are presented by default in the advanced search form of the **Contact History**, **My History** and **Interaction Search** views. Once an agent has personalized the list of advanced search attributes, the personalized list of attributes takes precedence over this option in subsequent sessions (8.5.112.08 and higher).

contact.history-auto-append-star-to-search

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next search
Introduced: 8.5.117.18

Specifies whether an asterisk ("*") character is automatically appended to a History keyword search to force a `starts with` search. When searching in languages, such as Chinese or Japanese, set this option to `false` and set up a CJK Analyzer in Universal Contact Server.

contact.history-custom-attribute-values.<attribute-name>

Default Value:
Valid Values: A comma-separated value list of interaction attributes.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies a list of attribute value names that are used to create a drop-down menu that contains valid values of custom interaction attributes in the Advanced Search mode of **Contact History**, **My History**, and **Interaction Search** views. Use this option as a template, modifying its name by replacing <attribute-name> by the name of an interaction attribute configured to be displayed in the **Advanced Search** view. You can define a display name that can be localized to each of the possible values of this interaction attribute by creating the key `Contacts.ContactDirectoryView.CustomAttribute.<custom-attribute-name>.<attribute-value-name>` in any dictionary file of the corresponding language and assigning it a "Content" attribute that contains the display name.

contact.history-custom-attributes-search-types

Default Value: is
Valid Values: is, begins-with
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.136.07

Specifies whether an 'exact match' (is) or a 'starts with' (begins-with) mode is applied when an agent makes an interaction search with a custom attribute.

contact.history-default-time-filter-main

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

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

- All: all interactions from Main UCS Data Base.

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

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

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

contact.history-displayed-columns

Default Value: Status,Subject,StartDate,EndDate,OwnerId
Valid Values: A comma-separated value list of contact history items to display in the Interaction Search 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 Interaction Search view.

contact.history-displayed-columns-treeview

Default Value: Status,Subject,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 the key, a valid searchable interaction attribute name. 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.
Modified: 8.5.104.15

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 any list of interactions displayed in **Contact History**, **My History**, and **Interaction Search** views. Refer to Managing Contacts for more information. In a key, a valid searchable interaction attribute name. 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.

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contact.history.highlight-current-interaction

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction
Introduced: 8.5.117.18

Specifies whether the current interaction is highlighted in the interactions list or tree of the Contact History view.

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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: voice,email,chat,sms,facebook,facebooksession,facebookprivatemessage,twitter,twitterdirect
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.104.15, Social Media Plugin 9.0.002.05

Specifies the list of media types that can be used to filter the 'Contact History', 'My History', and the result list of 'Interaction Search'.

contact.history-quick-search-attributes

Default Value: Subject
Valid Values: A comma-separated value list of valid interaction attribute names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies the interaction attributes that are used to search interactions in the quick search mode of the 'Contact History' view. Refer to Deployment Guide to get the definition of interaction attributes.

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

Default Value:
Valid Values: A comma-separated value list of interaction attributes.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies a group of History search attributes.
Use this option as a template and modify its name by replacing the <group-name> by an actual name of group that will appear in Advanced Search mode of 'Contact History', 'My History' and 'Interaction Search' views.
You can define a localizable display name to this group by creating the key 'Contacts.InteractionSearchView.Group.<group-name>' in any dictionary file of the corresponding language and assigning it a 'String' attribute containing the display name.

contact.history-search-attributes

Default Value: Status,StartDate,EndDate,Subject
Valid Values: A comma-separated value list of Interaction attributes.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.104.15

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

contact.history.voice-detail-attributes

Default Value: Date,Contact,PhoneNumber,Duration
Valid Values: A comma-separated value list of Attribute Value names that correspond to voice calls: Date, Contact, PhoneNumber, Duration.
Changes Take Effect: When the application is started or restarted.

Introduced: 8.5.144.05

Specifies the list of voice call attributes that are displayed History Details view.

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 Overriding Options by Using a Routing Strategy.
Note: This option is taken into account only when the option 'contact.last-called-agent.<media-type>.enable' is not defined for the applicable media type.

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

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

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

contact.lookup.auto-assign-mode

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction
Dependencies: contact.lookup.enable
Introduced: 8.5.117.18

Specifies contact lookup behavior if the value of `contact.lookup.enable` is set to `true`.

- `true`: If there is only one contact in the UCS database, that contact is assigned automatically. If there are two or more contact in the UCS database, the first one is assigned to the interaction automatically.

- `false`: If there is only one contact in the UCS database, that contact is assigned automatically. If there are two or more contacts, these are displayed in the Contact view of the interaction and the agent must either select one, search for a different contact, or create a new contact.
This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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contact.lookup.enable

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

Activates the Workspace features that rely on the Universal Contact Server (UCS) for contact lookup when an interaction is presented to the Agent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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

When option `contact.lookup.enable` is set to `true`, 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 Overriding Options by Using a Routing Strategy.

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

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

Default Value: false
Valid Values: true, false

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

When the value of this option is set to `true`, Workspace executes the Universal Contact Server (UCS) Contact Look-up request using the normalized value of the number that was manually dialed by the agent.

Note: The normalized phone number is the string that results from the execution of the logic that is configured by the `expression.phone-number.supported-characters` option and before the `dial-plan-rule-<name>` is applied. When the value is set to `false`, Workspace applies the Contact Look-up with the phone number that is returned by the T-Server in the EventDialing, which can contain the string transformed by the execution of the dialing rules.

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

Default Value: true
Valid Values: true, false
Changes Take Effect:
Dependencies: contact.lookup.<media-type>.enable
Introduced: 8.5.117.18

Specifies contact lookup behavior if Contact lookup is enabled for the specified media type.

- `true`: If there is only one contact in the UCS database, that contact is assigned automatically. If there are two or more contact in the UCS database, the first one is assigned to the interaction automatically.

- `false`: If there is only one contact in the UCS database, that contact is assigned automatically. If there are two or more contacts, these are displayed in the Contact view of the interaction and the agent must either select one, search for a different contact, or create a new contact.
  This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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contact.lookup.<media-type>.enable

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

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

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

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

When contact lookup is enabled in the context of the current interaction, this option specifies that the Universal Contact Server (UCS) can create a contact if the initial search cannot find any existing contact.
This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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

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

contact.mandatory-attributes

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

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

contact.metrics.enable-interactions-in-progress

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

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

contact.metrics.time-frame-customer-notification

Default Value: 1

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

Specifies the search timeframe, in days, from which existing open and closed 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 Search** view the number of interactions that were sent or received by the contact for the specified number of days is activated.

contact.multi-value-attribute-display.<contact-attribute>

Default Value: Value, Description
Valid Values: A comma-separated list of fields from the following list: Value, Description.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.144.05

Specifies the list of fields that are used to display the Contact Attributes that can have multiple values in user interface areas such as **Team Communicator**, **Contact Directory**, and the interaction **Party** contextual menus. The <contact-attribute> placeholder represents the name of the contact attribute. At this time, only the **PhoneNumber** attribute is supported.

contact.multiple-value-attributes

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

A list of contact attributes that can support multiple values.

contact.multiple-value-attributes-enable-default-description

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.141.04

Specifies whether the default Business Attribute value of a drop-down list is automatically populated in the associated contact attribute field of the Contact Information tab. If set to true, the default value is set. If set to false, no value is set by default.

contact.myhistory-default-time-filter-main

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

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

- All: all interactions from Main UCS Data Base.

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

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

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

contact.myhistory-displayed-columns

Default Value: Status,Subject,StartDate,EndDate
Valid Values: A comma-separated value list of interaction attribute names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies the list of interaction attributes that are displayed in the 'My History' view, for example: Status, Subject, StartDate, EndDate.

contact.myhistory-displayed-columns-treeview

Default Value: Status,Subject,StartDate
Valid Values: A comma-separated value list of interaction attribute names.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.110.13

Specifies the list of interaction attributes that are displayed in the tree view of the **My History** view, for example: Status, Subject, StartDate, EndDate.

contact.myhistory-quick-search-attributes

Default Value: Subject
Valid Values: A comma-separated value list of valid interaction attribute names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.104.15

Specifies the interaction attributes that are used to search interactions in the quick search mode of the **My History** view. Refer to Deployment Guide for the list of interaction attributes

contact.threading-ucs-interaction.enable

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

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

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.

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

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

Activates the 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 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 Overriding Options by Using a Routing Strategy.
This option replaces contact.ucs-interaction.enable

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

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

Activates the 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', the value of this option is forced to true.

This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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 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.

dial-plan-rule-<name>

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

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

disaster-recovery.auto-restore

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

Specifies whether agent should be relogged into the Preferred site as soon as it is available.

disaster-recovery.disable-login-errors

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

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

disaster-recovery.enabled

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted
Modified: 8.5.106.19

Specifies whether Business Continuity (Disaster Recovery) functionality is activated for SIP Server, Configuration Server, and Statistic Server connections. Disaster Recovery is fully enabled on a particular connection only if the `interaction-workspace/disaster-recovery.preferred-site` option is configured in the annex of the corresponding server Application so that it matches the site names configured in the `interaction-workspace/disaster-recovery.preferred-site` or `interaction-workspace/disaster-recovery.peer-site` Workspace options.

disaster-recovery.eservices-random-delay-range

Default Value: 5
Valid Values: valid integer
Changes Take Effect: When the application is started or restarted
Introduced: 8.5.106.19
Related Options: disaster-recovery.eservices-site

Specifies the maximum time interval, in seconds, between the Disaster Recovery e-Services site update notification (through option 'disaster-recovery.eservices-site') and the actual connection attempt to the Interaction Server (Proxy) and Universal Contact Server (Proxy) of the new site.

The actual interval is a random value between 0 and this maximum time.

disaster-recovery.eservices-site

Default Value: No default value
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.
Changes Take Effect:
Related Options: disaster-recovery.eservices-random-delay-range

Specifies the name of the the site that is to be used when connecting to Interaction Server (Proxy) and Universal Contact Server (Proxy) in a Disaster Recovery environment. The administrator must update this option to notify the system of the Disaster Recovery site switch-over. The actual reconnection to the new Interaction Server (Proxy) and Universal Contact Server (Proxy) occurs after a random time between 0 and the value specified by the option disaster-recovery.eservices-random-delay-range.

disaster-recovery.peer-site

Default Value: DRPeer
Valid Values: A unique symbolic name of the site or location to be used as the preferred login site. Symbolic name of the site or location. 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
Modified: 8.5.106.19
Related Options: disaster-recovery.preferred-site

Specifies the name of the site that is to be the secondary (Business Continuity peer) when connecting to SIP Server, Configuration Server or Statistic Server in a Disaster Recovery environment for the site that is specified by the `disaster-recovery.preferred-site` option. There must be a connection to this site in the Connections tab of the corresponding server.

disaster-recovery.preferred-site

Default Value: Preferred
Valid Values: A unique symbolic name of the site or location to be used as the preferred login site. 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
Modified: 8.5.106.19
Related Options: disaster-recovery.peer-site

Specifies the site name to be used as preferred when connecting to SIP Server, Configuration Server or Statistic Server in a Disaster Recovery environment. That is, it specifies the name of the preferred connection site for the application, tenant, agent Group, or agent. There must be a connection to this site in the Connections tab of the corresponding server. This option should match the name specified

by the `disaster-recovery.peer-site` option that is configured on the server object.

disaster-recovery.restore-agent-state

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.106.19

Specifies whether Workspace should restore last agent state after logging on to the reserved SIP Server HA pair after the current SIP Server HA pair fails.

disaster-recovery.timeout

Default Value: 60
Valid Values: A valid positive integer.
Changes Take Effect: When the application is started or restarted
Modified: 8.5.106.19

Specifies the time in seconds to wait after the detection of the disconnection from current site of SIP Server, Configuration Server or Statistic Server before switching to the corresponding Disaster Recovery site.

disaster-recovery.wait-for-sipphone-timeout

Default Value: 0
Valid Values: 0 or a valid positive integer.
Changes Take Effect: When the application is started or restarted

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

display-format.acd-queue.name

Default Value:
$ACDQueue.AnnexValue$|$ACDQueue.DictionaryValue$|$ACDQueue.Alias$|$ACDQueue.Number$@$ACDQueue.Lo
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$ACDQueue.Number$,$ACDQueue.Alias$,$ACDQueue.Location$,$ACDQueue.DictionaryValue$,$ACDQueue.AnnexV
Changes Take Effect: Immediately.
Modified: 8.5.101.14. 8.5.109.16, 8.5.117.18

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

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display-format.action-code.name

Default Value: $ActionCode.AnnexValue$|$ActionCode.DictionaryValue$|$ActionCode.Name$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $ActionCode.Name$, $ActionCode.DictionaryValue$, $ActionCode.AnnexValue$.
Changes Take Effect: Immediately.
Introduced: 8.5.101.14
Modified: 8.5.109.16

Specifies the display format of the action codes that are displayed in Global Agent Status Control and My Channels view by specifying a string that contains a combination of string and field codes.

The $ActionCode.AnnexValue$ field code represents the display name of the object.

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display-format.agent-group.name

Default Value: $AgentGroup.AnnexValue$|$AgentGroup.DictionaryValue$|$AgentGroup.Name$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $AgentGroup.Name$, $AgentGroup.DictionaryValue$, $AgentGroup.AnnexValue$.
Changes Take Effect: Immediately.
Introduced: 8.5.101.14
Modified: 8.5.109.16

Specifies the display format of the skills that are displayed in Team Communicator, My Statistics, and Voice Mail by specifying a string that contains a combination of string and field codes.

The $AgentGroup.AnnexValue$ field code represents the display name of the object.

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display-format.agent-name

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

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

display-format.business-attribute.name

Default Value:
$BusinessAttribute.AnnexValue$|$BusinessAttribute.DictionaryValue$|$BusinessAttribute.DisplayName$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $BusinessAttribute.Name$, $BusinessAttribute.DisplayName$, $BusinessAttribute.Description$, $BusinessAttribute.DictionaryValue$,$BusinessAttribute.AnnexValue$. The $BusinessAttribute.AnnexValue$ field code represents the display name of the object.
Changes Take Effect: Immediately.
Introduced: 8.5.101.14
Modified: 8.5.109.16

Specifies the display format of the business attributes that are displayed in Interaction View, Contact Directory, Contact Profile, Contact History, Media type, etc by specifying a string that contains a combination of string and field codes.

display-format.caller-name

Default Value: $Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$
Valid Values: A string that contains a composition of characters and field codes from the following list: $Interaction.CaseId$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$, $OutboundRecord.PhoneType$, $OutboundRecord.PhoneNumber$, $OutboundRecordField.Z$ (where X: name of contact attribute, Y: attached data key name, Z: name of custom outbound field).
Changes Take Effect: Immediately.
Dependencies: interaction.case-data.content, toast.case-data.content
Modified: 8.5.143.08

Specifies the content of the 'Origin; field of the Case Information area. This option is enabled when the value of the interaction.case-data.content or toast.case-data.content option contains the **History** key. This content is typically used when placing an outbound call where the origin contains a string such as 'outbound call to xxx'.

The content is populated based on contact attributes, attached data keys, or outbound record fields that are defined by a string that contains at least one of the following field codes: $Interaction.CaseId$, $Interaction.MainParty$, $Contact.X$, $AttachedData.Y$, $OutboundRecord.PhoneType$, $OutboundRecord.PhoneNumber$, $OutboundRecordField.Z$ (where X: name of contact attribute, Y: attached data key name, Z: name of custom outbound field). If the values of the default field codes are empty, the following field code is used: $Interaction.MainParty$.

display-format.case-name-format

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

Changes Take Effect: Immediately
Modified: 8.5.106.19

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:
$Case.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (X: name of contact attribute, Y: attached data key name). This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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display-format.chat-agent-name

Default Value: $ChatAgent.FullName$|$ChatAgent.Nickname$|$ChatAgent.UserName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$ChatAgent.FullName$,$ChatAgent.Nickname$,$ChatAgent.UserName$,$ChatAgent.LastName$,$ChatAgent.FirstN
Changes Take Effect: Immediately.
Related Options: Documentation:Options:IW:WDE-interaction-workspace

Specifies the display format of chat nicknames for 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 Overriding Options by Using a Routing Strategy.

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display-format.chat-customer-name

Default Value: $Contact.FirstName$ $Contact.LastName$|$Party.DisplayName$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $ChatCustomer.Nickname$, $Contact.X$, $AttachedData.Y$ (X: name of contact attribute, Y: attached data key name)
Changes Take Effect: Immediately.
Introduced: 8.5.145.06

Specifies the display format of the party name using a string that can contain regular characters as well as the following field codes: `$ChatCustomer.Nickname$, $Contact.X$, $AttachedData.Y$`, where X is the name of contact attribute and Y is the attached data key name. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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display-format.contact-name

Default Value: $Contact.FullName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$Contact.FirstName$,$Contact.LastName$,$Contact.FullName$,$Contact.PhoneNumber$,$Contact.EmailAddress$,

(x: name of custom contact business attribute)
Changes Take Effect: Immediately.
Introduced: 8.5.100.05

Specifies the display format of the contacts that are displayed in the Team Communicator and Contact Directory list views by specifying a string that contains a combination of string and field codes. The '|' character can be used to specify that fallback display rules are used in case the field codes do not contain any non-empty strings. Note: the FullName attribute is defined as a string of the string dictionary ('Display.Contact.Name.Format.FullName') which can be localized.

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display-format.current-agent-name

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

Specifies the content of the text that represents the contact in the call participants area of the voice interaction interface. This option is applicable when a UCS Contact has been assigned either automatically or manually to the interaction. The content is populated based on contact attributes and attached data keys that are defined by a string that contains the following field codes: $Contact.X$,$AttachedData.Y$ (where X is the name of the contact attribute, and Y is the attached data key name). This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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display-format.field.name

Default Value: $Field.AnnexValue$|$Field.DictionaryValue$|$Field.Name$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Field.Name$, $Field.DictionaryValue$, $Field.AnnexValue$

Changes Take Effect: Immediately
Introduced: 8.5.117.18

Specifies the display format of the fields that are displayed in the Record Information view.

display-format.folder.name

Default Value: $Folder.AnnexValue$|$Folder.DictionaryValue$|$Folder.Name$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Folder.Name$, $Folder.DictionaryValue$, $Folder.AnnexValue$.
Changes Take Effect: Immediately

Specifies the display format of the folders that are displayed in Disposition Code view and Case Data view.

display-format.interaction-callback-name

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

If the main interaction is a Callback, 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 specifying a string of field codes:
$Interaction.Type$,$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$At
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-chat-name

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

If the main interaction is a Chat, 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 specifying a string of field codes:

`$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-email-name

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

If the main interaction is an email, 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 specifying
a string of field codes:
`$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$`
Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-im-name

Default Value: $Interaction.Type$ $Interaction.MainParty$
Valid Values: A string that contains a compilation of characters and field codes from the following
list: $Interaction.Type$,$Interaction.CaseId$,$Interaction.MainParty$,$AttachedData.Y$ (where Y is
the attached data key name).
Changes Take Effect: Immediately.
Modified: 8.5.106.19

If the main interaction is an Instant Message, 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 specifying a string of field codes:
`$Interaction.Type$,$Interaction.CaseId$,$Interaction.MainParty$,$AttachedData.Y$`
Where Y is the name of the attached data key.

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

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

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

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

display-format.interaction-queue.name

Default Value:
$InteractionQueue.AnnexValue$|$InteractionQueue.DictionaryValue$|$InteractionQueue.DisplayName$
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$InteractionQueue.DisplayName$,$InteractionQueue.Name$,$InteractionQueue.Media$,$InteractionQueue.Diction
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.101.14, 8.5.109.16

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

display-format.interaction-sms-name

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

If the main interaction is an SMS, 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 specifying a string of field codes: `$Interaction.CaseId$,$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$.` Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-voice-name

Default Value: $Interaction.Type$ ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$)
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Interaction.Type$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$ (where X is the name of contact attribute and Y is the attached data key name).
Changes Take Effect: Immediately.
Modified: 8.5.106.19

If the main interaction media type is voice, 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 specifying a string of field codes: `$Interaction.Type$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$.` Where X is the name of the contact attribute and Y is the name of the attached data key.

display-format.interaction-workitem-name

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

display-format.outbound-record-name

Default Value: $OutboundRecord.PhoneType$ - $OutboundRecord.PhoneNumber$
Valid Values: A string that contains the following field codes: $OutboundRecord.PhoneType$,$OutboundRecord.PhoneNumber$,$OutboundRecordField.X$ (where X is the name of the custom outbound field).
Changes Take Effect: At the next interaction.

Introduced: 8.5.143.08

Specifies how an outbound record from a record chain is displayed to an agent. The record is populated by a string of attributes that contains one or more of the following field codes: $OutboundRecord.PhoneType$, $OutboundRecord.PhoneNumber$, and $OutboundRecordField.X$, where X is the name of the custom outbound field.

display-format.party-name-format

Default Value: $Party.DisplayName$
Valid Values: A string that contains a compilation of characters or field codes from the following list: $Party.DisplayName$,$AttachedData.Y$
Changes Take Effect: Immediately.

Specifies the display format of parties which have not been identified as a customer or an agent, by specifying a string that contains either the name or the following field codes: $Party.DisplayName$ (the party phone number) or $AttachedData.Y$ (Y is the attached data key name where the value will be used as party name). This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

display-format.routing-point.name

Default Value:
$RoutingPoint.AnnexValue$|$RoutingPoint.DictionaryValue$|$RoutingPoint.Alias$|$RoutingPoint.Number$@$Routin
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$RoutingPoint.Number$,$RoutingPoint.Alias$,$RoutingPoint.Location$,$RoutingPoint.DictionaryValue$,$RoutingPoin
Changes Take Effect: Immediately.
Modified: 8.5.101.14, 8.5.109.16

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

display-format.skill.name

Default Value: $Skill.AnnexValue$|$Skill.DictionaryValue$|$Skill.Name$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Skill.Name$, $Skill.DictionaryValue$, $Skill.AnnexValue$.
Changes Take Effect: Immediately.
Introduced: 8.5.101.14
Modified: 8.5.109.16

Specifies the display format of the skills that are displayed in Team Communicator by specifying a string that contains a combination of string and field codes. The `$Skill.AnnexValue$` field code represents the display name of the object.

display-format.virtual-queue.name

Default Value:
$VirtualQueue.AnnexValue$|$VirtualQueue.DictionaryValue$|$VirtualQueue.Alias$|$VirtualQueue.Number$@$Virtu
Valid Values: A string that contains a compilation of characters and field codes from the following list:
$VirtualQueue.Number$,$VirtualQueue.Alias$,$VirtualQueue.Location$,$VirtualQueue.DictionaryValue$,$VirtualQu
Changes Take Effect: Immediately.
Modified: 8.5.101.14, 8.5.109.16

Specifies the display format of Virtual Queues by specifying a string that contains the following field codes:
$VirtualQueue.Number$,$VirtualQueue.Alias$,$VirtualQueue.Location$,$VirtualQueue.DictionaryValue$,$VirtualQu
If all field codes are empty, the following field codes are used:
$VirtualQueue.Number$@$VirtualQueue.Location$.

display-format.workbin.name

Default Value: $Workbin.AnnexValue$|$Workbin.DictionaryValue$|$Workbin.DisplayName$
Valid Values: A string that contains a compilation of characters and field codes from the following list: $Workbin.Name$, $Workbin.DisplayName$, $Workbin.DictionaryValue$, $Workbin.AnnexValue$.
Changes Take Effect: Immediately.
Introduced: 8.5.101.14
Modified: 8.5.109.16

Specifies the display format of the workbins that are displayed in Workbins view by specifying a string that contains a combination of string and field codes. The `$Workbin.AnnexValue$` field code represents the display name of the object.

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 (HTML) view for email and other rich text/HTML based interactions.

editor.shortcuts.prefix

Default Value: #
Valid Values: Any valid string.
Changes Take Effect: Immediately
Introduced: 8.5.118.10

Specifies the prefix to be entered before a standard response keyword. Standard response keywords can be used to automatically add standard responses to an editor view.

editor.user-agent-http-header

Default Value: Mozilla/4.0 (compatible; MSIE 7.0)
Valid Values: A string representing a valid 'User-Agent' HTTP header according to RFC 1945.
Changes Take Effect: At next interaction.
Introduced: 8.5.112.12

Specifies the 'User-Agent' HTTP header value set in the HTTP requests used by rich text/HTML editor to download external images.

email.attachment-download-timeout

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

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

email.auto-answer

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

Specifies whether an e-mail interaction is automatically accepted when a Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.auto-answer.enable-reject

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction
Dependencies: email.auto-answer
Introduced: 8.5.105.12

Specifies whether the **Reject** button is available in the interaction notification when the value of `email.auto-answer` is set to `true` and the value of `email.auto-answer.timer` is greater than 0. The privilege to reject interactions must be granted. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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email.auto-answer.timer

Default Value: 0
Valid Values: Any integer greater than or equal to 0.
Changes Take Effect: At the next interaction.
Dependencies: email.auto-answer
Introduced: 8.5.105.12

Specifies the time, in seconds, after which an incoming interaction is automatically answered if the value of `email.auto-answer` is set to `true`. If the value 0 is specified, interactions are immediately auto-answered. If any positive integer value is specified, then an interaction notification is displayed to the agent and a timer counts down the seconds until the interactions is auto-answered. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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email.can-change-text-direction

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

Specifies whether the **Right-to-left Text Direction** and **Left-to-right Text Direction** buttons are enabled in the outbound email editor. Agents can use these buttons to change the text field to left-to-right (LTR) script or right-to-left (RTL) script. This means that an email can have a mix of both LTR and RTL scripts. Enabling the option is not mandatory if agents are working exclusively in LTR or RTL scripts.

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email.default-queue

Default Value:

Valid Values: Name of a valid Script object of type InteractionQueue
Changes Take Effect: At the next interaction.

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

email.forward.enable-cc-addresses

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies whether it is possible to add cc addresses when forwarding an inbound email as an attachment to an external resource.

email.forward.enable-instructions

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies whether it is possible for agents to add instructions when forwarding an inbound email as an attachment to an external resource.

email.forward.enable-multiple-to-addresses

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.104.15

Specifies whether it is possible to forward an inbound email as an attachment to multiple external resources.

email.forward-queue

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

Specifies the Interaction Queue in which inbound email interactions are placed when an agent forwards an inbound email interaction as an attachment to an external resource.

email.from-addresses

Default Value: $EMAILSERVER$
Valid Values: A valid Business Attribute name or $EMAILSERVER$.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.115.17

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as available from addresses of Email interactions. The value $EMAILSERVER$ specifies that from addresses are populated from the POP client sections of Email Server applications. The $EMAILSERVER$ value is applicable only if the Workspace Application object has a connection configured to an Interaction Server to which the Email Server is also connected. Note that this is not the case when Workspace connects to Interaction Server Proxies dedicated to Agents. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.from-addresses.force-default-on-reply

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Dependencies: email.from-addresses
Introduced: 8.5.143.08

In environments where the option email.from-addresses is set to a valid Business Attribute name, this option specifies whether the default From address of a reply email interaction is the default value configured in the Business Attribute (true) or the target inbound mailbox of the parent inbound email interaction (false).

email.html-format

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

Specifies whether or not the format of a new outbound email is html or plain text. When set to `true`, new email will be formatted in HTML.

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 inbound email is included in the outbound reply email. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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email.include-standard-response-subject-on-insert

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.100.05

Specifies whether the subject of the Standard Response that is selected by the agent is included in the email subject when an agent inserts the Standard Response in the email interaction.

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email.inline-forward-prefix

Default Value: Fwd:
Valid Values: Any valid character string.
Changes Take Effect: Immediately.
Introduced: 8.5.113.11

Specifies the prefix, if any, that is added at the beginning of the subject of the original email to be forwarded. Does not apply to emails forwarded as an attachment. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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email.inline-forward-queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
Changes Take Effect: Immediately.
Introduced: 8.5.113.11

Specifies the Interaction Queue in which outbound emails created for in-line forwarding are placed when agents clicks **Complete Forward**.

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email.mandatory-subject

Default Value: false
Valid Values: true, false
Changes Take Effect: At next attempt to send an email.
Introduced: 8.5.119.05

Specifies whether the subject of an outbound email must be specified to enable the Send operation.

- `false`: No control is applied on the content of the subject field.

- `true`: Email sending cannot be completed until the subject field is not empty. An error message is displayed.

- `prompt`: If the subject is empty, a confirmation box is displayed to prompt the agent to add a subject or proceed with sending without a subject.

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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.
Related Options: workbin.email.in-progress

Specifies where the parent inbound email resides after an agent clicks **Reply**.

- If the value is `true`, whenever an agent replies or replies-all to an inbound email interaction stored either in a personal in-progress, a shared workbin, or in Contact History, the inbound email interaction is moved to the workbin configured as the in-progress workbin (refer to the `workbin.email.in-progress` option).

- If the value is `false`, the behavior depends on the reply type. If the reply is done while the email is opened on the agent's desktop, the inbound email is moved to the workbin that is configured as the in-progress workbin. If the reply is done directly from a workbin or from history without opening the inbound email first, the inbound email remains in the personal or shared workbin, or in the queue.

Subsequent operations like Delete Draft, followed by 'Put back inbound email in workbin' or Interim Send followed by 'Put back inbound email in workbin' do not change the storage location of the

inbound email.

email.outbound.copy-editable-case-data-in-inbound

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.141.04

Specifies whether editable case data is copied back to the original inbound email from an outgoing reply email interaction when it is sent. This option does not affect interim-send email interactions. If set to false, the original inbound email case data is not updated.

email.outbound.editable-bcc-addresses

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.114.08

Specifies if an agent can add Bcc addresses to a new or reply or forward outbound e-mail or edit the list of existing Bcc addresses that would have been added by another agent in a former draft edition of the new or reply or forward outbound e-mail. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.outbound.editable-cc-addresses

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.114.08

Specifies if an agent can add Cc addresses to a new or reply or forward outbound e-mail or edit the list of existing Cc addresses of a reply outbound e-mail populated by Workspace at the time the agent clicked 'reply all'. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.outbound.editable-to-addresses

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

Introduced: 8.5.114.08

Specifies if an agent can edit the list of 'To' addresses of a Reply Outbound E-Mail that is populated by Workspace at the time the agent clicked 'reply' or 'reply all'. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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email.outbound-queue

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

Specifies the Interaction Queue in which outbound emails are placed when agents click Send or Send Interim. This option is used only when Interaction Workflow does not set Queue for New Interactions, when it is routing inbound emails 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 Overriding Options by Using a Routing Strategy.

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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 Email 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, and 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: A valid name of a Business Attribute.
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 Overriding Options by Using a Routing Strategy.

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email.quote-char

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

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

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email.quote-header

Default Value: On <date>, <contact> wrote:
Valid Values: Any valid character string.
Changes Take Effect: Immediately.

Specifies the character string that is used to introduce the quoted inbound email content in the body of the outbound email. The following tags can be used: <contact>, <date>. These tags are replaced respectively by the contact name and the date and time of the interaction when they appear in the outbound email.

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email.reply-copy-category-id

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.132.05

Specifies whether the Category ID of the reply outbound email is copied to the parent inbound email. Note: the CategoryId of the outbound email is typically specified based on the Category of the standard response that an agent inserts in the email.

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 email reply.

- auto—Outbound email reply format is the same as corresponding inbound email.

- html—Outbound email reply format is forced to HTML.

- plain-text—Outbound email reply format is forced to plain text.

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 is added to subject of the inbound email. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy. 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 [**Added:** 8.5.116.10].

- Workspace removes multiple reply prefixes 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 [**Added:** 8.5.116.10].

- Workspace only adds the reply prefix at the beginning of the subject if one does not already exist [**Added:** 8.5.116.10].

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

email.resend-prefix

Default Value: No default value
Valid Values: Any valid character string.
Changes Take Effect: Immediately
Introduced: 8.5.141.04

Specifies the resend-prefix that is added to the subject of the outgoing email interaction that is created when an agent resends an outgoing or reply email from the History. This option can be

overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.restricted-attachment-file-types

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 of a restricted type.

email.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Related Options: application.secondary-audio-out-device, application.secondary-audio-out-device

Specifies the path of the sound file that is played when E-Mail interaction is ringing. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

   b. `0` means play the whole sound one time.

   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

   • `primary`—Play the sound on the default audio output device

   • `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   • `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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 email is sent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

email.signature

Default Value:
Valid Values: `file:` followed by the file name and path, or `response:` followed by the full response path in the Standard Response Library (refer to `standard-response.categories`).
Changes Take Effect: At the next interaction.
Related Options: standard-response.categories

Specifies the type and the location of the signature template, defined in eServices Manager, that is to be added to outbound emails.

The value has two components that are separated by the character ':', the type (file or response) and the location (path).

1. The type of signature file:

    a. `file` to specify a file

    b. `response` to specify 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

    b. The response name and full path of the parent category in the Standard Response Library

    For example:

    - `file:Signatures\Signature.txt`

    - `response:RootCategory1/CategoryLevel1/CategoryLevel2/CategorySpecifiedAsRoot/SignatureTemplate`

    The specified Standard Response can contain the following field codes:

    - <$Agent.FirstName$>

    - <$Agent.LastName$>

    - <$Agent.FullName$>

    This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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 email 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 Overriding Options by Using a Routing Strategy.

eservices.disconnect-on-logoff

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.108.11

Specifies whether eServices license use optimization is used or the legacy mode is used.

When the value is set to `true`, Workspace ensures that:

- The connection to Interaction Server is not opened when no eServices media channel is selected at login time

- The connection to Interaction Server is closed when all eServices media channel are logged off during the session

This does not affect supervisors that have Queue or Team Workbin Management privileges.

This ensures that an eServices seat license is checked out only when a media is logged on by the agent or when a supervisor privilege is granted to the user.

Consequently, when no media are logged on, agents cannot see the content of their workbins.

When the value of this option is set to `false` (legacy behavior), Workspace connects to Interaction Server and logs the agent on the place as soon as an eServices media privilege is granted to the agent.

eservices.session-restore-mediatype

Default Value: chat,email,sms
Valid Values: A comma-separated list of valid eServices/Digital Media Types from the following list: `chat`, `email`, `sms`, and configured workitem media types (for example: pdf or fax)
Changes Take Effect: At the next interaction.
Introduced: 8.5.109.16
Related Options: eservices.session-restore-timeout

Specifies the media types that are allowed to reconnect when a lost connection to Interaction Server is restored, as specified by the eservices.session-restore-timeout option. Workspace will not try to reconnect any media types that are not specified by this option. **Note**: Social Media Types supported by WDE plugins are not supported by this option.

eservices.session-restore-timeout

Default Value: 0

Valid Values: any integer greater or equal to 0
Changes Take Effect: At the next interaction.
Related Options: eservices.session-restore-mediatype, agent-session-restore-timeout

Specifies the time, in seconds, after reconnection to Interaction Server to retrieve the ownership of interactions of media types that are specified by the value of the `eservices.session-restore-mediatype` option.

- If the value 0 is specified, the interaction is automatically closed when connection to Interaction Server is lost.

- The value of this option is dependent on the value of the Interaction Server `agent-session-restore-timeout` option.

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expression.callable-phone-number

Default Value: No default value
Valid Values: A regular expression
Changes Take Effect: When the application is started or restarted
Introduced: 8.5.117.18

Applies to a switch or DN. Specifies the pattern of phone numbers that can be dialed from a DN of this switch. This option applies to hybrid environments where agents are configured to work with Places that contain Voice DNs from two different switches. Empty means that there is no restriction to accepted phone numbers. Example: To call only numbers starting with 555, use: ^555[0-9]+

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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 Overriding Options by Using a Routing Strategy.

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expression.outbound-campaign-phone-number

Default Value: ^[\(\)\-\.\+\d\s*#]*[\d]+[\(\)\-\.\+\d\s*#/]*$
Valid Values: A regular expression
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

Specifies the regular expression used to identify if an agent has entered a valid phone in the **New Phone Number** dialog to manually dial an Outbound Preview Record using a new phone number. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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expression.phone-number

Default Value: (?:(?:[\+]?([\d]{1,3}(?:[ ]*|[\-.])))?[(]?([\d]{1,3})[\-/)]?(?:[ ]+|[\-.])?)?([\d]{5,})
Valid Values: A regular expression
Changes Take Effect: At the next interaction.
Related Options: expression.phone-number.supported-characters, dial-plan-rule-<name>

Specifies the regular expression used to recognize a phone number of a target entered in the Team Communicator when it is used

to start a call, a transfer, or a conference. If the number entered by the agent in the Team Communicator edit box matches this expression, the 'Call' or 'Start Voice Consultation' or 'Instant Transfer' or 'Instant Conference' action is enabled for this number. When the agent executes the action, the entered phone number is modified by the logic specified by the `expression.phone-number.supported-characters` and `dial-plan-rule-<name>` options before the telephony operation is executed. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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 Overriding Options by Using a Routing Strategy.

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expression.team-communicator-phone-number

Default Value: ^[\(\)\-\.\+\d\s*#]*[\d]+[\(\)\-\.\+\d\s*#/]*$
Valid Values: A regular expression
Changes Take Effect: At the next use of Team Communicator.
Related Options: expression.phone-number.supported-characters, dial-plan-rule-<name>

Specifies the regular expression used to recognize a phone number of a target entered in the Team Communicator when it is used to start a call, a transfer, or a conference. If the number entered by the agent in the Team Communicator edit box matches this expression, the 'Call' or 'Start Voice Consultation' or 'Instant Transfer' or 'Instant Conference' action is enabled for this number. When the agent executes the action, the entered phone number is modified by the logic specified by the `expression.phone-number.supported-characters` and `dial-plan-rule-<name>` options before the telephony operation is executed.

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expression.url

Default Value: See description.
Valid Values: A regular expression representing a URL.
Changes Take Effect: At the next interaction.
Modified: 8.5.124.08

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.

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})*)?

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gadget-statistics.displayed-call-center-statistics

Default Value:
Valid Values: A comma-separated list of Statistic names.
Changes Take Effect: Immediately.
Modified: 8.5.109.16

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

gadget-statistics.displayed-kpis

Default Value:
Valid Values: A comma-separated list of KPI names.
Changes Take Effect: Immediately.
Modified: 8.5.109.16

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

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

Default Value: 5
Valid Values: An integer from 1 to 10.
Changes Take Effect: When the application is started or restarted.

Specifies the number of tagged statistics that are displayed as individual gadget pages with the Gadget. If the number of tagged statistics is exceeded, paging buttons are displayed on the Gadget Statistics page area. The agent tags and untags statistics for display on statistics pages by clicking the Tag and Untag buttons. Untagged statistics are displayed only in the Statistics Ticking area of the Statistics Gadget.

gadget-statistics.show

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

Specifies whether or not the Statistics Gadget is displayed when the application is launched.

gadget.window-title

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

general.configuration-agent-collection-loading-method

Default Value: read-objects
Valid Values: One value from this list:read-objects,brief-info
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.101.14
Related Options: display-format.agent-name, teamcommunicator.list-filter-showing

Specifies the method that Workspace uses to retrieve the collection of agents from Configuration Server. This retrieval happens when the `teamcommunicator.list-filter-showing` option contains the value Agent. Choose the method that best meets your business requirements, system environment, and scale constraints:

- `read-objects`—This is the legacy agent-retrieval method. This method returns the list of agents according to the "read" permission of the current agent. For each retrieved agent this method returns the full agent data from Configuration Server, including annex structure, in an uncompressed format. The bandwidth consumed can be much larger than the other retrieval methods.

- `brief-info`—For each retrieved agent, this method returns only a subset of the agent data. This can result in significant network bandwidth optimization, as well as a decrease of the load on Configuration Server. Configuration Server ignores the "read" permissions of the current agent when returning the list of object; therefore, the Team Communicator provides access to all the agents of the Tenant. This methods does not provide access to the field EmployeeID; therefore, when displaying search results in Team Communicator, the value $Agent.EmployeeID$ is ignored when it is specified in the `display-format.agent-name` option.

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general.configuration-business-attribute-cache-preload

Default Value: No default value
Valid Values: A comma-separated value list of valid Business Attribute object names or All.
Changes Take Effect: When the application is started or restarted.

Specifies the list of Business Attribute objects that are loaded and cached at login time.

- If All is configured, all the Business Attribute objects that are contained in the Agent's Tenant and on which the Agent has Read Access, are pre-loaded at login time.

- Pre-loading these objects means that dynamic access to Configuration Server during the critical phase of interaction notification is not required.

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general.configuration-business-attribute-folder-cache-preload

Default Value: No default value
Valid Values: A comma-separated value list of valid Business Attribute object names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.141.04

Specifies the list of Business Attributes containing a list of folders in the Business Attribute Values area to be loaded and cached at agent login. Folders are used for tree structures in areas such as the Disposition tab and Case Data. The Business Attributes containing folders must also be specified by the general.configuration-business-attribute-cache-preload option or the Business Attribute containing folders will not be preloaded.

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general.configuration-object-collection-cache-path

Default Value: No default value
Valid Values: A valid Windows directory path
Changes Take Effect: This option takes effect only when the option **general.configuration-object-collection-cache-timeout** is set to a value greater than 0.
Introduced: 8.5.158.07

Specifies the path to the folder where the configuration data loaded from Configuration Server or Configuration Server Proxy is stored for caching purposes. When not specified, the cache data is stored in the local Windows profile of the user.

general.configuration-object-collection-cache-timeout

Default Value: 0
Valid Values: Any positive integer value.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.101.14
Related Options: teamcommunicator.list-filter-showing

Specifies the amount of time, in hours, to keep the list of objects in a local cache file before requesting it again from Configuration Server. Once the timeout is expired, Workspace request the objects from Configuration Server the next time that Team Communicator is initialized, such as at the next session login if Team Communicator is already initialized for the current session. The value 0 means that no local cache is created. This list of objects is loaded and cached based on the value of the `teamcommunicator.list-filter-showing` option.

general.configuration-transaction-cache-preload

Default Value:
Valid Values: A comma-separated value list of valid Transaction object names or All
Changes Take Effect: When the application is started or restarted.

Specifies the list of Transaction objects of type 'List' that are loaded and cached at login time.

- If `$All$` is configured, all the Transaction objects of type 'List' that are contained in the Agent's Tenant and on which the Agent has Read Access, are pre-loaded at login time.

- Pre-loading these objects means that dynamic access to Configuration Server during the critical phase of interaction notification is not required.

general.configuration-update-notification

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

Specifies the list of Configuration Server objects that require notification when there is an update.

Note: for legacy purposes, the value `ThisAplication` is also supported. This value was introduced erroneously in Workspace 8.1.

general.gad.attached-data

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

Specifies whether attached data keys are added. If this option is set to `true`, Workspace adds to the attached data the equivalent of GAD Keys. In the case in which routing base is used, Workspace adds the following keys: `GD_TransferTargetType`, `GD_TransferTargetId`

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

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 document: 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, which is also known as the system-locale of the agent Workstation.

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general.restricted-attachment-file-content-types

Default Value: No default value
Valid Values: A comma-separated list of restricted file formats from this list: exe, zip.
Changes Take Effect: At the next attachment upload or download.
Introduced: 8.5.115.17

Specifies the list of attachment file types for which agent operations, such as Attach, Open, Save, and Save All, will be blocked. File types are recognized by binary content, unlike the file extension used in chat.restricted-attachment-file-types and email.restricted-attachment-file-types options. Following file formats are supported: Windows/DOS executable file and PKZIP archive file. Microsoft Office document files having extension '.docx', '.xlsx' have format PKZIP. If the file format 'zip' is specified in this option, the file will be rejected. The content type of the attachments added by inserting a Standard Response into an interaction is not validated by the Workspace logic controlled by this option.

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general.writable-downloaded-attachment-file-types

Default Value: No default value
Valid Values: A comma separated list of valid file extensions, such as xlsx, png, and so on.
Changes Take Effect: At next attachment download.
Introduced: 8.5.118.10

Specifies the list of attachment file types that when they are opened are writable on the hard drive of the agent workstation once they are downloaded from UCS.

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gui.editor-zoom-range

Default Value: 100
Valid Values: Blank, a single zoom value, or two comma separated values that represent the minimum and maximum percent zoom. Values must be greater than or equal to 10 and less than or equal to 300.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.109.16

Defines the zoom value(s) for editor fields and transcripts in text based interaction views such as email, chat, SMS, and IM. Several values are supported:

- Comma separated minimum and maximum values where the values are not equal. These specify the zoom range and the zoom UI controls are enabled in the Main Menu.

- Comma separated minimum maximum values where the values are equal. The zoom level is set to this single value and the zoom UI controls are not displayed in the Main Menu.

- A single value. The zoom level is set to this single value and the zoom UI controls are not displayed in the Main Menu.

- Blank. The zoom level is set to 100%, and the zoom UI controls are not displayed in the Main Menu.

gui.emoji-font-name

Default Value: Segoe UI
Valid Values: A valid name of a font available on the agent workstation.
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

Specifies the font to be used to represent emoji symbols in chat interactions. The default Workspace font does not support all emojis.

gui.magnification-factor

Default Value: normal
Valid Values: `normal`, `medium`, `large`, `xlarge`
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.102.06

Specifies the ratio of the display size of interface elements in the Workspace interface to enable agents to view these interface elements at larger sizes. The following ratios are supported:

- `normal`: 1.00 (legacy)
- `medium`: 1.25
- `large`: 1.50
- `xlarge`: 1.75

This feature functions only with the default Workspace 8.5 GUI themes, and to custom themes that are developed according to the documentation and samples of the *Workspace Developer's Guide*. If the blue, royale, and fancy legacy themes are used, the magnification is forced to normal.

gui.themes

Default Value: Default,HighContrast,Blue,Royale,Fancy
Valid Values: A comma-separated of theme names.
Changes Take Effect: When the application is started or restarted.

Specifies the list of themes that are displayed in the **Change Theme** menu. If this option contains only one theme, that theme is applied by default, and the theme selection menu will not be included in the agent interface. The HighContrast theme is meant primarily for accessibility.

im.agent.prompt-color

Default Value: #FF2E6599
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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

im.agent.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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

im.auto-answer

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

Specify whether an IM interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

im.new-message-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: Immediately
Related Options: application.secondary-audio-out-device, application.secondary-audio-out-device

Specifies the sound configuration string for a new Instant Message. For example: "Sounds\bell.mp3|7|0|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority -- The higher the integer the higher the priority.

3. The duration:

    a. `0` means play the whole sound one time.

    b. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

im.other-agent.prompt-color

Default Value: #FF295B00
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

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

im.other-agent.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the 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.

im.prompt-for-end

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

Specifies whether Workspace displays a confirmation message when the agent clicks End during an Instant Messaging session. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

im.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Related Options: application.secondary-audio-out-device, application.secondary-audio-out-device

Specifies the im channel ringing sound-configuration string. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority -- The higher the integer the higher the priority.

3. The duration:

    a. `0` means play the whole sound one time.

    b. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

    • `primary`—Play the sound on the default audio output device

- secondary—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

- both—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

im.simple-transcript

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.122.08

Specifies whether the IM transcript is displayed as simple lines of text lines instead of text blocks.

im.system.text-color

Default Value: #FF8C8C8C
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.

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

im.time-stamp

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

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

im.toast-timeout

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

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

interaction.auto-focus

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

Introduced: 8.5.116.10

Specifies whether the inbound interaction should be in focus automatically when it is accepted.

interaction.auto-focus.<media-type>

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.116.10
Related Options: interaction.auto-focus

Specifies whether a new inbound interaction of the specified media type should be in focus automatically when is accepted. When this option is defined it overrides the `interaction.auto-focus` option.

interaction-bar.allows-floating-transparency

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

Specifies whether the floating interaction window is displayed in a transparent style. Setting this option to `false` is necessary in some video hardware environments to properly render the Team Communicator control when it is displayed from the floating interaction window—typically to select an email address. The value `false` might result in a slight degradation of the appearance of the floating window.

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 email, and so on.

interaction-bar.enable-quick-access

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

Specifies whether interaction windows are docked or undocked.

- `true`: Interaction windows are docked to the interaction bar. Use the interaction-bar.quick-access-modes option to specify pinned or floating mode.

- `false`: Interaction windows are undocked from the interaction bar (pre-8.5.0 legacy mode).

Note: In legacy mode, the Main Window layout is the same as when Quick Access is enabled: the interaction bar is located on the right of the Team Communicator control (instead of below it, as in the 8.1.4 release), and the Supporting Views are accessible from the 'hamburger' menu (instead of the toolbar buttons, as in the 8.1.4 release).

interaction-bar.quick-access-auto-open

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Dependencies: interaction-bar.enable-quick-access
Introduced: 8.5.106.19

Specifies whether the interaction floating or pinned view is opened automatically when an interaction is added to the interaction bar (when an incoming interaction is accepted or when an outgoing one is created). This option is not applicable if the value of the `interaction-bar.enable-quick-access` option is set to `false`. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction-bar.quick-access-auto-open.<media-type>

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.106.19
Related Options: interaction-bar.enable-quick-access, interaction-bar.quick-access-auto-open

Specifies whether the interaction floating or pinned view for the specified media type is opened automatically when an interaction is added to the interaction bar (when an incoming interaction is accepted or when an outgoing one is created). This option is not applicable if the value of the `interaction-bar.enable-quick-access` option is set to `false`. When this option is specified for a media type, it overrides the specification of the `interaction-bar.quick-access-auto-open` option.

interaction-bar.quick-access-modes

Default Value: Pinned,Floating
Valid Values:
Changes Take Effect: At the next interaction.
Related Options: interaction-bar.enable-quick-access, interaction-bar.quick-access-modes.<media-type>

Specifies the list of modes that are available when interactions are displayed in "quick access" mode. The available modes are:

- `Pinned` — The interaction view occupies the full available size and is shared with Supporting Views such as **Contact** and **My Channels**.

- `Floating` — The interaction view is contained in a floating window that is displayed above any other kind of content and that fits to the size of the content. This view cannot display content such as the Contact Profile or Responses views.

- `Pinned,Floating` — The agent can switch from one mode to the other by using a dedicated control. This option is not applicable if the value of the `interaction-bar.enable-quick-access` is set to `false`. For a given media type, this option can be overridden by option the `interaction-bar.quick-access-modes.<media-type>` option.

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

Default Value: Pinned,Floating
Valid Values:
Changes Take Effect: At the next interaction.

Dependencies: interaction-bar.enable-quick-access

Use this option as a template to specify the list of modes that are available when interactions are displayed in "quick access" mode. The available modes are:

- `Pinned` — The interaction view occupies the full available size and is shared with Supporting Views such as **Contact** and **My Channels**.

- `Floating` — The interaction view is contained in a floating window that is displayed above any other kind of content and that fits to the size of the content. This view cannot display content such as the Contact Profile or Responses views.

- `Pinned,Floating` — The agent can switch from one mode to the other by using a dedicated control. This option is not applicable if the value of the `interaction-bar.enable-quick-access` is set to `false`.

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interaction.case-data.content

Default Value: History,CaseData
Valid Values: `History, CaseData`
Changes Take Effect: At the next interaction.
Modified: 8.5.106.19
Related Options: toast.case-data.content, display-format.caller-name

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.email.mandatory-actions

Default Value: Transfer, Forward
Valid Values: A comma separated list of actions from the following list: `Transfer, Forward`
Changes Take Effect: The next time an agent transfers and/or forwards an e-mail interaction.
Introduced: 8.5.150.06

Some email interaction actions, such as 'Transfer' and 'Forward as an attachment', have an uncertain final status. This option enables you to specify whether the agent must complete the mandatory case data before applying a 'Transfer' or 'Forward as an attachment' action. If `Transfer` and/or `Forward` are specified for this option, agents must complete the case data that is configured as mandatory before completing one of these actions. This option can be overridden by a routing strategy as described in Overriding Options by Using a Routing Strategy.

To specify whether the agent must complete the mandatory case data before applying a Transfer and/or Conference action for any Digital Channel interaction other than email, configure https://docs.genesys.com/Documentation/Options/Current/IW/WDE-interaction-workspace#interaction-case-data-zmedia-type-zmandatory-actions

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interaction.case-data.enable-url-preview

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

Enables the display of a preview of the web page that is linked from the Case Information if the value is set to `true`. Also see `expression.url`. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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
Related Options: interaction.case-data.order, toast.case-data.format-business-attribute

Specifies the name of the Business Attribute that contains the Attribute Values that are used to filter and render attached data. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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 the `interaction.case-data.order` option are put at the bottom of the list.

Starting with the 8.1.1 release this option no longer controls the display of case information in the toast view. Refer to the `toast.case-data.format-business-attribute` option for this purpose.

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interaction.case-data.frame-color

Default Value: #FF17849D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.
Modified: 8.5.106.19

Specifies the background color of the Case Information view header. 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 Overriding Options by Using a Routing Strategy.

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interaction.case-data.header-foreground-color

Default Value: #FFFFFFFF
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.
Modified: 8.5.106.19

Specifies the color of the text of the Case Information view header. Example #FFFFFFFF for white color. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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.
Introduced: 8.5.132.05

If the value of this option is true, changes are prevented to the case data after a voice or chat interaction has ended. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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interaction.case-data.<media-type>.mandatory-actions

Default Value:
Valid Values: A comma separated list of actions from the following list: Transfer, Conference
Changes Take Effect: At the next interaction.
Introduced: 8.5.150.06

Some actions, such as 'Transfer' and/or 'Conference', have an uncertain final status. This option enables you to specify whether the agent must complete the mandatory case data before applying a Transfer and/or Conference action for any Digital Channel interaction other than email. If Transfer and/or Conference are specified for this option, agents must complete the case data that is configured as mandatory before completing one of these actions. This option can be overridden by a routing strategy as described in Overriding Options by Using a Routing Strategy.

To specify whether the agent must complete the mandatory case data before applying a 'Transfer' or 'Forward as an attachment' action on an email interaction, configure https://docs.genesys.com/Documentation/Options/Current/IW/WDE-interaction-workspace#interaction-case-data-email-mandatory-actions

Note: Agents can apply the Conference action only for the media types that support the functionality.

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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.

Specifies if and how the business data (original interaction user data, contact identifier, and so on) of the customer interaction is shared in a consultation interaction and how. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

- 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. Keys that start with an underscore are not copied into the consultation leg.

- 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. Keys that start with an underscore are not copied into the consultation leg. This is Interaction Workspace 8.1.0 compatibility mode.

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interaction.disposition.display-mode

Default Value: tree-view
Valid Values: Select one value from the following list: tree-view,radio-buttons
Changes Take Effect: When the application is started or restarted.

Introduced: 8.5.108.11

Specifies the display mode of the Disposition tab in the interaction view.

- `tree-view`—Disposition codes are contained within a hierarchy of folders. Agent can search for disposition codes.

- `radio-buttons`—The disposition codes are presented in a flat radio-button list (legacy mode).

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interaction.disposition.email.mandatory-actions

Default Value:
Valid Values: A comma separated list of actions from the following list: `Transfer, Forward`
Changes Take Effect: At the next interaction.
Introduced: 8.5.103.10
Modified: 8.5.117.18
Related Options: interaction.disposition.is-mandatory

Some email interaction actions, such as 'Transfer' and 'Forward as an attachment', have an uncertain final status. This option enables you to specify whether the mandatory disposition code must be completed by the agent before applying a 'Transfer' or 'Forward as an attachment' action. If `Transfer` and/or `Forward` are specified for this option, agents must complete the disposition code that is configured as mandatory before completing one of these actions. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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 Overriding Options by Using a Routing Strategy.

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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 interation has been released. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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 Overriding Options by Using a Routing Strategy.

interaction.disposition.use-attached-data

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

Enables the adding of attached data from the interaction in UserEvent. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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 Overriding Options by Using a Routing Strategy.

interaction.disposition.value-business-attribute

Default Value: DispositionCode
Valid Values: A valid name of a Business Attribute.
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.

Beginning with release 8.5, you can specify the display order of Business Attribute Values by creating an `interaction-workspace` section in the annex of the Business Attribute, and then add the `interaction.disposition.order` option.

This option contains a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not specified by the interaction.disposition.order option are put at the bottom of the list, except for the value None, which it is always the first item. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

interaction.disposition.<media-type>.mandatory-actions

Default Value:
Valid Values: A comma separated list of actions from the following list: `Transfer`, `Conference`
Changes Take Effect: At the next interaction.
Introduced: 8.5.150.06
Related Options: interaction.disposition.is-mandatory

Some actions, such as 'Transfer' and/or 'Conference', have an uncertain final status. This option enables you to specify whether the mandatory disposition code must be completed by the agent before applying a 'Transfer' and/or 'Conference' action for interactions of any given media type that is different from email. If `Transfer` and/or `Conference` are specified for this option, agents must complete the disposition code that is configured as mandatory before completing one of these actions. This option can be overridden by a routing strategy as described in Overriding Options by Using a Routing Strategy.

Note: Agents can apply the Conference action only for the media types that support the functionality.

interaction.evaluate-real-party-for-agent

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Related Options: interaction.evaluate-real-party-for-agent.expression

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

If the value of this option is set to `true`, the names of all the parties on a call are displayed, if possible. This includes the contact party. In general, agent DNs are defined using a dialing rule, the `interaction.evaluate-real-party-for-agent.expression` option can be used to define a regular expression that recognizes internal parties on a call and displays the agent name instead of the DN.

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

Default Value: .*
Valid Values: A regular expression
Changes Take Effect: When the application is started or restarted.
Dependencies: interaction.evaluate-real-party-for-agent
Introduced: 8.5.110.13

When the value of the `interaction.evaluate-real-party-for-agent` option is set to `true`, this option specifies a regular expression that is used to match the parties in a voice call that should be evaluated and transformed into a real agent name. For example, in environments where agent DNs are defined by a 7-digit number starting with a 7 or 8, the value of this option would be set to the following value: "^[78]\d{6}".

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 Management content view. Values grater than 100 are not recommended due to performance impact. The maximum value depends on the content of interactions and the robustness of your network. If you specify a value that is too high, the request to get a snapshot will fail and an error message is displayed.

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. Refer to the following topic for more information: Creating Interaction Filters for Team Leads.

interaction-management.interactions-filter.displayed-columns

Default Value: From,To,Subject,Received
Valid Values: A comma-separated list of interaction data keys, 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 view.

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interaction-management.snapshot-timeout-delay

Default Value: 10
Valid Values: An integer from 1 through 3600.
Changes Take Effect: Immediately
Introduced: 8.5.119.05

The delay, in seconds, before a snapshot request to get interaction queue content times out.

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interaction.override-option-key

Default Value: IW_OverrideOptions
Valid Values: An attached data key name (string).
Changes Take Effect: At the next interaction.

Enables overriding of certain application options by using one or several transaction objects. This option provides the key name of the attached data that contains the list of transaction objects. **Note**: the key named in this option will not be copied into any interaction that is created from the current interaction, such as consultations, reply emails, and so on. Refer to Modifying a Routing Strategy to Override Workspace Options, Based on Attached Data

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interaction.reject-route

Default Value:
Valid Values: A string that represents an attached data key.
Changes Take Effect: At the next interaction.

Workspace enables the **Reject** voice call operation in SIP Server environments that use multi-site routing. The `reject route` mechanism has been extended to accommodate different types of 'reject' implementations, depending on the context. Use the `interaction.reject-route` to enable the `reject route` mechanism by specifying a string as a key to be used at run-time to retrieve the behavior description from the interaction user data. It is the responsibility of the administrator to define the multi-site reject criteria.

The `reject route` is specified in the interaction user-data in the following format: <reject-method>:<dn>@<switch>.

Note: In releases 8.1.2 and earlier, the format was defined by <dn>@<switch> only.

The <reject-method> attribute is optional to maintain backward-compatibility with pre-8.1.3 configurations.

When <reject-method> is specified, ensure that the following characters are also specified: ':', '@', and the <switch> field.

The following are the possible values for the <reject-method> attribute:

- `pullback` — Reject applies the following action: `SingleStepTransfer(OtherDN='', Location=<switch>,extensions contains *pullback*)`. This is the legacy behavior for multi-site reject. This approach works only when the value of the `TServer/divert-on-ringing` SIP Server configuration option is set to `true`.

- `sst` — Reject applies the following action: `SingleStepTransfer(OtherDN=<dn>, Location=<switch>)`. Warning, if the value of dn@switch corresponds to the same routing point as the one that is handling the call that is being delivered to the agent, the action will succeed only if the value of the TServer/divert-on-ringing SIP Server configuration option is set to `true`

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

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interaction.unconditional-force-close

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.118.10

Specifies whether the Force Close This Case contextual menu is always enabled (true) or is available only if specific conditions are met where the current interaction/case can no longer be closed by the agent through standard interaction handling procedures.

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interaction.window.popup-topmost-z-order

Default Value: true
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'.

Indicates whether the interaction window can steal focus from other active applications when auto-answer in enabled. When set to `false`, the Interaction Window tries to gracefully get the focus; however, due to certain Windows Operating System settings, this 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 Windows taskbar button. If not, when minimized the window can be restored from the Interaction Bar. Enables the minimizing of Interaction windows to the Interaction bar of the Main Window instead of the Windows taskbar.

interaction.window-title

Default Value: See the Description.
Valid Values: See the Description.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.124.08

Defines the title of the interaction window that appears in the Windows Task Bar by specifying a string that contains the valid field codes. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

- **Default Value**: ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$) - $Interaction.Type$ - $Window.Title$

- **Valid Values**: $Window.Title$, $Application.Title$, $Application.Name$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$, $Contact.FirstName$, $Contact.LastName$, $Interaction.MainParty$, $Interaction.Type$

interactions.window.allows-transparency-on-winos6

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

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

intercommunication.chat.conference.invite-timeout

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

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

intercommunication.chat.queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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.

intercommunication.chat.routing-based-actions

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

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

intercommunication.chat.routing-based-targets

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

Specifies the list of targets that are contacted through the routing based mechanism for requests that are defined by the following option: `intercommunication.chat.routing-based-actions`

Warning: The `AgentGroup` and `Skill` targets are always addressed through routing; therefore, these are not affected by this option.

intercommunication.email.queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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 Worskpace:
IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequestType.

intercommunication.email.routing-based-actions

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

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

intercommunication.email.routing-based-targets

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

Specifies the list of targets that are contacted through the `routing` based mechanism for requests that are defined by the following option: `intercommunication.email.routing-based-actions`

Warning: The `AgentGroup` and `Skill` targets are always addressed through routing; therefore, these are not affected by this

option.

intercommunication.im.routing-based-actions

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

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

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.
Dependencies: intercommunication.im.routing-based-actions

Specifies the list of targets that are contacted through the routing-based mechanism for requests that are defined by the following option: `intercommunication.im.routing-based-actions`

Warning: The `AgentGroup` and `Skill` targets are always addressed through routing; therefore, these are not affected by this option.

intercommunication.im.routing-points

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

Specifies the call number that is used by the routing-based feature. The following attached data are added by Interaction Worskspace: `IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType, IW_RoutingBasedActionType,IW_RoutingBasedRequestType, IW_RoutingBasedLocation`

intercommunication.sms.queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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.

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.

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

intercommunication.sms.routing-based-targets

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

Specifies the list of targets that are contacted through the routing-based functionality for requests that are defined by the `intercommunication.sms.routing-based-actions` option.

Warning: The `AgentGroup` and `Skill` targets are always addressed through routing; therefore, they are not affected by this option.

intercommunication.voice.routing-based-actions

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

Specifies the list of routing-based actions that an agent may perform.

intercommunication.voice.routing-based-targets

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

Specifies the list of targets that are contacted through the routing-based mechanism for the requests that are defined in the option `intercommunication.voice.routing-based-actions`.

Warning: The targets `AgentGroup` and `Skill` are always addressed through routing; therefore, these are not affected by this option.

intercommunication.voice.routing-points

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

Specifies the call number that is used by the routing-based feature. The following attached data are added by Interaction Worskspace: `IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType, IW_RoutingBasedActionType, IW_RoutingBasedRequestType, IW_RoutingBasedLocation`

intercommunication.voicemail.enabled-target-types

Default Value: Agent,AgentGroup
Valid Values: Empty or a comma separated list of string from the following list: Agent, AgentGroup
Changes Take Effect: Immediately
Introduced: 8.5.118.10

Specifies the list of targets, Agent and/or Agent Group, that can be contacted through voicemail.

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intercommunication.voicemail.routing-points

Default Value: No default value
Valid Values: A comma-separated list of call number names in the following format: dn_name@switch
Changes Take Effect: Immediately
Introduced: 8.5.118.10

Specifies the call number that is used by the routing-based feature. The following attached data are added by Interaction Worskspace:
IW_RoutingBasedGvmMailbox,IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedRequestType

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intercommunication.<media-type>.queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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.

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

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the routing based mechanism for the requests that are defined in the option `intercommunication.<media-type>.routing-based-actions`.

Note: The targets `AgentGroup` and `Skill` are always addressed through routing; therefore, they are not affected by this option.

keyboard.hotkey.agent-not-ready

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

 A shortcut key to set the agent state to Not Ready. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

 A shortcut key to set the agent state to Not Ready with a reason. For example: F1, `Ctrl+Alt+V`, `Ctrl+Shift+Alt+V`. You must also name the option by adding the Action Code 'code' attribute to the name of the option. For example, if the name of the "Not Ready" Action Code is "Meeting" and its code is '1001', then the option key name is specified as "`keyboard.hotkey.agent-not-ready-with-reason.1001`" and the value should be specified as `Ctrl+Alt+M`.

keyboard.hotkey.agent-ready

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

 A shortcut key to set the agent state to Ready. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

 A shortcut key to increase the volume of the microphone during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

A shortcut key to decrease the volume of the speaker during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.hold-active-call

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

A shortcut key to hold the active call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to increase the volume of the microphone during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to increase the volume of the speaker during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to mute the microphone during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

A shortcut key to mute the speaker during an active SIP call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.release-active-call

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

A shortcut key to release the active call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.toaster.accept

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

A shortcut key to accept the interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.hotkey.toaster.decline

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

A shortcut key to decline the interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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, and Alt, and ends with a character key. Separate the modifier key name from the character key by using the + character.
Changes Take Effect: When the application is started or restarted.

A shortcut key to open the help. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.campaign.get-record

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

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

A shortcut key to get a new campaign record. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.contact.assigncontact

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

A shortcut key to assign a contact to the current interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.contact.reset

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

A shortcut key to reset a contact record. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.contact.save

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

A shortcut key to save the contact record. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.hamburger.open

Default Value:
Valid Values: he name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.115.17

The combination of keys that can be used as a keyboard shortcut to open the Main Menu (Hamburger menu).

keyboard.shortcut.interaction.chat.add-attachments

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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

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

A shortcut key to add attachments to the chat. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.chat.conference

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

A shortcut key to start a chat conference. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.chat.end

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

A shortcut key to end a chat conference. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.chat.hold

Default Value: No 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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.128.07

The combination of keys that can be used as a keyboard shortcut to place a chat on hold. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.chat.transfer

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

A shortcut key to transfer a chat. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.consult

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, and

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

A shortcut key to start a consultation. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.email.add-attachments

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

A shortcut key to add an attachment to the active email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.email.cancelforward

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

A shortcut key to cancel forwarding the inbound email as an attachment to an external resource. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.email.completeforward

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

A shortcut key to complete forwarding the inbound email as an attachment to an external resource. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.email.delete

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

A shortcut key to delete the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.email.forward

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

A valid shortcut key to forward an email as an attachment. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.inline-forward

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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.113.11

The combination of keys that can be used as a keyboard shortcut to forward an email to an external resource. Does not apply to Forwarding email as an attachment.

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keyboard.shortcut.interaction.email.interim-send

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

A shortcut key to send an interim copy of the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.print

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

A valid shortcut key to print an email. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.put-back-to-origin-queue

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

A valid shortcut key to store the email in the original queue. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.reply

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

A shortcut key to reply to the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.reply-all

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

A shortcut key to reply to the sender and all recipients of the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.save

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

A shortcut key to save the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to save the current email interaction in a workbin. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.send

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

A shortcut key to send the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.email.transfer

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

A shortcut key to transfer the current email interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.im.release

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

A shortcut key to release an IM interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.mark-done

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

A shortcut key to mark the current interaction as done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.preview.call-record

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

A shortcut key to view a call record for a preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.preview.cancel-record

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

A shortcut key to cancel a record for a preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.preview.mark-done

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

A shortcut key to mark a preview interaction as done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to mark a preview interaction as done and get a new preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.preview.reject-record

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

A shortcut key to reject a preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to mark a pull-preview interaction as done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key mark a pull-preview interaction as done and get the next pull-preview interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.sms.delete

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

A shortcut key to delete the current SMS interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.sms.transfer

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

A shortcut key to transfer the current SMS interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.voice.answer-call

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

A shortcut key to answer a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.voice.hold-call

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

A shortcut key to hold a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to pause recording of a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.voice.reconnect-call

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

A shortcut key to reconnect to a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.voice.release-call

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

A shortcut key to release a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.voice.resume-call

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

A shortcut key to resume a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to resume the recording of a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to start an instant voice conference. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to instantly transfer a voice interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to start recording a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to stop recording a voice call. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.webcallback.call-contact

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

A shortcut key to call a contact who has requested a web callback interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.interaction.webcallback.mark-done

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

A shortcut key to mark a web callback interaction as Done. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to move the current workitem to a workbin. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.workitem.put-back-to-origin-queue

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

For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.interaction.workitem.transfer

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

A shortcut key to transfer the current workitem. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.paste-text-only

Default Value: Ctrl+Alt+V
Valid Values: The name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.151.06

The combination of keys that can be used as a keyboard shortcut to paste text only.

keyboard.shortcut.state.logout

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

A shortcut key to logout. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

keyboard.shortcut.state.not-ready

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

A shortcut key to set the agent state to Not Ready. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

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

A shortcut key to set the agent state to Not Ready After Call Work. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.state.ready

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

A shortcut key to set the agent state to Ready. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.team-communicator.focus

Default Value: No 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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.117.18

A valid shortcut key to set the focus to (navigate to) Team Communicator. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.teamlead.chat.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, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.
Changes Take Effect: When the application is started or restarted.

A valid shortcut key to barge in to a chat session. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.teamlead.chat.stop-monitoring

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

A valid shortcut key to end monitoring of a chat session. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.teamlead.stop-monitoring

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

A valid shortcut key to stop monitoring the current monitored target. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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

A valid shortcut key to barge in to a monitored voice interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.teamlead.voice.coaching

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

A valid shortcut key to start coaching the voice interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.teamlead.voice.monitor

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

A valid shortcut key to switch from coaching to monitoring the voice call. Works only for Cisco Call Manager switch. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.teamlead.voice.stop-monitoring

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

A valid shortcut key to stop monitoring the current monitored voice interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.toaster.accept

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

A shortcut key to accept a new interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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keyboard.shortcut.toaster.decline

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

A shortcut key to reject a new interaction. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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kpi.displayed-kpis

Default Value:
Valid Values: A comma-separated list of KPI names.
Changes Take Effect: Immediately.

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

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kpi.refresh-time

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

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

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kpi.show-agent-groups

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

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

license.lrm-enabled

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

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

log.default-filter-type

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

- copy

- skip

- hide

- hide-first,<n>

- unhide-last,<n>

- unhide-first,<n>

- unhide-last,<n>

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

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

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

log.ESDK

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

Defines the level of logging for API ESDK.

log.expire

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

Specifies if Interaction Workspace log files and Workspace SIP Endpoint log files are to be stored. If they are stored, specifies the maximum number of files (segments) to be stored before the oldest file is removed. The value $number$ sets the maximum number of log files to store.

log.filter-data.<keyName>

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

- copy

- skip

- hide

- hide-first,<n>

- unhide-last,<n>

- unhide-first,<n>

- unhide-last,<n>

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

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

Defines the treatment of specific data in the log.
It overrides the general settings specified by the log.default-filter-type option.

log.max-age

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

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

log.PSDK

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

Specifies the level of logging for the PSDK API.

log.PSDK.SwitchPolicy

Default Value: Standard
Valid Values: One value from this list: All, Debug, Trace, Interaction, Standard, Alarm
Changes Take Effect: Immediately.
Introduced: 8.5.100.05

Specifies the level of logging for the PSDK SwitchPolicy API.

log.segment

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

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

log.Trace

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

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

`?.%date{yyyyMMdd_HHmmss_fff}.log?.`

The full path can also contain the following field codes:

`$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Application.Exe$,`
`$Application.ApplicationData$,$Application.RootApplicationData$,$Env.X$` (where X is the name of environment variable).

log.verbose

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

Defines the level of logging of overall application. If the value is set lower than the level specified by ESDK or PSDK, all levels are set to `verbose`. The levels correspond with the following keywords in the log file:

- `Debug` corresponds with the `DEBUG` keyword.

- `Trace` corresponds with the `INFO` keyword.

- `Interaction` corresponds with the `WARN` keyword.

- `Standard` corresponds with the `ERROR` keyword.

- `Alarm` corresponds with the `FATAL` keyword.

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login.available-place-groups

Default Value:
Valid Values: A comma-separated value list of valid Place Group object names or .
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.114.08

Specifies the list of Place Groups objects agent is allowed to used for login. If All is configured, all the PlaceGroups objects that are contained in the Agent's Tenant and on which the Agent has Read Access are available.

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login.chat.auto-not-ready-reason

Default Value:
Valid Values: A valid Not-Ready Reason Action Code name of type "Not Ready"
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.chat.is-auto-ready` is set to `true`.

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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.

login.default-place

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

Specify the Place or PlaceGroup name populated by default during login. This option can be filled by the variable $Agent.DefaultPlace$ (if the agent has a default place specified in the agent configuration, that Place is used; however, if no default Place exists, the agent must enter his or her Place in the Place field).

login.email.auto-not-ready-reason

Default Value:
Valid Values: A valid Not-Ready Reason Action Code name of type "Not Ready"
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.email.is-auto-ready is set to true.

login.email.can-unactivate-channel

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

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

login.email.is-auto-ready

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

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

login.enable-login-without-channel

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

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

login.enable-place-completion

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

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

login.enable-same-agent-place

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

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

Note: This option is applicable only when the agent is granted only Voice and/or Instant Messaging channels. It is not applicable for eServices medias.

login.im.auto-not-ready-reason

Default Value:
Valid Values: A valid Not-Ready Reason Action Code name of type "Not Ready"
Changes Take Effect: When the application is started or restarted
Dependencies: login.im.is-auto-ready
Related Options: login.voice.auto-not-ready-reason

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.im.is-auto-ready` is set to `true`. For a channel with the capacity "voice/im", if the `login.voice.auto-not-ready-reason` option is empty, the channel uses the value of the `login.im.auto-not-ready-reason` option to determine the Not Ready Reason.

login.im.available-queues

Default Value: ACDQueue
Valid Values: "" or a combination of: ACDQueue, RoutingPoint, VirtualQueue
Changes Take Effect: When the application is started or restarted.

Specifies the way the list of available queues is displayed to the agent. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If set to a combination of the valid values, the agent must select the queue from the list of objects that is provided by the configuration.

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 (auto-login or not auto-login) the Instant Messaging channel.

login.im.is-auto-ready

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

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

login.im.prompt-agent-login-id

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

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

login.im.prompt-dn-password

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

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

login.im.prompt-queue

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

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

login.place-location-source

Default Value: standard
 Valid Values: A value from the following list: standard,machine-name,vdi

Changes Take Effect: When the application is started or restarted.
Dependencies: login.store-recent-place
Introduced: 8.5.112.08

Specifies how Workspace stores the last selected login Place or PlaceGroup in the Windows User Profile when the value of the `login.store-recent-place` option is set to `true`. The following values (modes) are supported:

- `standard` — The most recently used Place or PlaceGroup is stored in the Windows User Profile without any information about the workstation. This is the legacy recent place storage model.

- `machine-name` — The most recently used Place or PlaceGroup is stored in the Windows User Profile, along with the name of the machine where the Workspace application is running. Use this value when Workspace is installed on the physical workstation where the agent logs in.

- `vdi` — The most recently used Place or PlaceGroup is stored in the Windows User Profile, along with the name of the physical machine from which the agent executes a virtual session (for example, in Citrix XenApp/XenDesktop, VMWare Horizon, and Windows Terminal Server environments). Use this value when Workspace is installed in a Virtual Desktop Environment. If the machine name of the VDI client is not found, for example because user is running Workspace on a physical workstation, the `machine-name` mode is used instead. Use this value in hybrid environments where agents use Workspace both on physical workstations and in virtual sessions.

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login.place-selection-type

Default Value: Place
Valid Values: Comma separated list of types from the following list: Place, PlaceGroup.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.114.08

Specifies the types of object that can be used to fill place selection. About PlaceGroup, see reference login.available-place-groups.

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login.place-state-timeout

Default Value: 30
Valid Values: Any positive integer.
Changes Take Effect: When the application is started or restarted.

Specifies how long Workspace should wait for information about the state of a Place when checking Place availability at login time.

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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 a Place or a PlaceGroup name 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 in an agent to the SIP Cluster. This option can use the $Agent.EmployeeId$ variable. If the value of the option is empty, agents must enter their 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.
Dependencies: login.sip-cluster.phone-number

Specifies whether the phone number that was typed during the most recent login to the 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 Action Code name of type "Not Ready"
Changes Take Effect: When the application is started or restarted
Dependencies: login.sms.is-auto-ready

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.sms.is-auto-ready` is set to `true`.

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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.
 Dependencies: login.default-place

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

login.store-username

Default Value: true
 Valid Values: true, false
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.103.10

Specifies whether the most recently used Username is stored locally in the user profile. If the value is `false`, the previous value is cleared.

login.voice.auto-not-ready-reason

Default Value:
 Valid Values: A valid Not-Ready Reason Action Code name of type "Not Ready"
 Changes Take Effect: When the application is started or restarted
 Dependencies: login.voice.is-auto-ready, login.voice.auto-not-ready-reason
 Related Options: login.im.auto-not-ready-reason

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.voice.is-auto-ready` is set to `true`. For a channel with the capacity "voice/im", if the `login.voice.auto-not-ready-reason` option is empty , the channel uses the value of the `login.im.auto-not-ready-reason` option to determine the Not Ready Reason.

login.voice.available-queues

Default Value: ACDQueue
 Valid Values: "", or a combination of ACDQueue,RoutingPoint,VirtualQueue
 Changes Take Effect: When the application is started or restarted.

Specifies the way the list of available queues is displayed to the agent. If the option value is left blank, no queue is displayed to the agent; the agent can enter any valid login queue name. If this option is set to a combination of the valid values, the agent must select the queue from the list of objects that is provided by the configuration.

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 (auto-login or not auto-login) the voice channels.

login.voice.force-relogin

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

Specifies whether the voice channels should be re-logged on automatically if logged off from outside the application. This option is applicable to SIP Server Business Continuity deployments only.

Notes:

- This option was previously incorrectly documented as `login.force-relogin`

- Genesys recommends that you do not use this feature if you are using the enhanced support of graceful shutdown in Business Continuity environments, beginning with release 8.5.108.11.

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.

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.

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 can be defined in a **PlaceGroup** Object. This option is specific to SIP Server environments.

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.

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.

login.voice.restore-dn-less-phone-number-on-logout

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted
Introduced: 8.5.140.08
Related Options: login.voice.prompt-dn-less-phone-number

In SIP Server environments, this option specifies whether the DN-less phone number stored in the annexes of the agent's DN in Configuration Server is restored to its original value when the agent logs out of this DN. This option is applicable only when the value of the login.voice.prompt-dn-less-phone-number option is set to `true`.

login.voice.use-dn-less-login-extension

Default Value: false
Valid Values: true, false
Changes Take Effect: At next voice channel login.
Introduced: 8.5.141.04
Related Options: login.voice.prompt-dn-less-phone-number

Specifies how the DN-less phone number provided by an agent during login is propagated to the Genesys back-end:

- false: The phone number is stored in the agent's DN annex in Configuration Server.

- true: The phone number is passed as an extension through the agent's login request to SIP Server (SIP Server 8.1.102.93 or higher is required).

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
Dependencies: login.webcallback.is-auto-ready

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`.

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 auto-login) 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 this option is set to `auto-in`, the agent is automatically in Ready state. If this option is 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.
Dependencies: login.<keyworkitemchannel>.is-auto-ready

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.<keyworkitemchannel>.is-auto-ready` is set to `true`.

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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 auto-login) the specific 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.

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 of the application.

logout.voice.use-login-queue-on-logout

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.124.08

(For Alcatel 4400/OXE switch only) Specifies whether or not the queue that is used on login is also used for the queue on logout.

- If this option is set to `true`, Supervisors must refine their Place/Channel information to None before selecting **Exit**.

- If this option is set to `false`, Supervisors are not required to refine their Place/Channel information to log out correctly.

main-window.auto-hide-display-delay

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: At the next interaction.
Introduced: 8.5.136.07

When the Main Window - Can Auto-hide the Main Window privilege is granted, this option specifies the duration, in milliseconds, for which the Main Window remains hidden before being displayed when the mouse is at the top of the screen. The value 0 means specifies the minimum value.

main-window.bypass-auto-hide-conditions

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.109.16

In environments where an agent is granted the privilege to auto-hide the main window, the value of this option can be set to `true` when it is necessary to bypass the default control that disables the Workspace auto-hide function when a third party auto-hide window is reported as already present by the Windows Operating System. This is useful in a Citrix XenApp environment where Workspace is running as a Seamless Window.

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main-window.window-title

Default Value: $Window.Title$
Valid Values: $Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$.
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: `sms`, `smssession`, `mms`
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.110.13

Specifies the list of media types that are used to implement the SMS channel. The value sms specifies the SMS Page media-type, and the value `smssession` specifies the SMS Session media-type. The value mms enables the attachment of images as Multimedia Message Service (MMS) to an SMS interaction. MMS is a separate media channel that appears as part of the SMS channel in the agent interface.

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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.clean-up-former-record-location

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Dependencies: options.record-location
Introduced: 8.5.112.08

Specifies whether locally stored configuration information should be removed from a shared folder or Person's annex. Use this option when you enable the `options.record-location` option.

options.record-location

Default Value:
Valid Values: A valid file path to a host directory.
Changes Take Effect: When the application is started or restarted.
Dependencies: options.record-option-locally-only
Introduced: 8.5.112.08

In environments where the value of the `options.record-option-locally-only` is set to `false`, this option specifies the location where agent preferences are stored when an agent exits the application. If the value of this option is left empty, agent preferences are stored in Person's Annex in Configuration Server. The full path can also contain the following field codes: $Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Env.X$ (where X is the name of the environment variable). Genesys recommends that you append the agent's Username to the specified path as shown above.

options.record-option-locally-only

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

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

outbound.assured-connection.allow-release-engaging-call-timeout

Default Value: -1
Valid Values: any integer greater or equal to -1
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.150.06

Specifies the time, in seconds, after which an engaging call of Outbound Assured Connection can be released. If the value -1 is specified, an engaging call is not allowed to release.

outbound.call-result-automatically-selected

Default Value:
Valid Values: Select one value from the list.
Changes Take Effect: At the next interaction.
Dependencies: outbound.call-result-values

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

outbound.call-result-is-mandatory

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

Specifies whether it is mandatory for agents to set a Call Result before Marking Done an Outbound interaction. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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. Specify one or more items from the following list:

- Abandoned (Abandoned)
- AgentCallbackError (Agent Callback Error)
- AllTrunksBusy (All Trunks Busy)
- Answered (Answered)
- AnsweringMachine (Answering Machine)
- Busy (Busy)
- CallDropError (Call Drop Error)
- CancelRecord
- DialError (Dial Error)
- DoNotCall (Do Not Call)
- Dropped (Dropped)
- DroppedNoAnswer (Dropped No Answer)
- FaxDetected (Fax Detected)
- GeneralError (General Error)
- GroupCallbackError (Group Callback Error)
- NoAnswer (No Answer)
- NoDialTone (No Dial Tone)
- NoEstablished (No Established)
- NoFreePortError (No Free Port Error)
- NoProgress (No Progress)
- NoRingback (No Ringback)
- NuTone (Nu Tone)
- Ok (Ok)
- PagerDetected (Pager Detected)
- Silence (Silence)
- SitDetected (Sit Detected)

- `SitInvalidNum` (Sit Invalid Num)

- `SitNoCircuit` (Sit No Circuit)

- `SitOperintercept` (Sit Operintercept)

- `SitReorder` (Sit Reorder)

- `SitUnknown` (Sit Unknown)

- `SitVacant` (Sit Vacant)

- `Stale` (Stale)

- `SwitchError` (Switch Error)

- `SystemError` (System Error)

- `TransferError` (Transfer Error)

- `Unknown` (Unknown)

- `WrongNumber` (Wrong Number)

- `WrongParty` (Wrong Party)

When an agent selects a call result, a code is passed to Outbound Contact Manager and the call result for the call is added.

outbound-callback.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Related Options: application.secondary-audio-out-device

Specifies the sound-configuration string of a scheduled callback pushed to the agent as a preview. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

   b. `0` means play the whole sound one time.

   c. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

outbound.callback-types

Default Value: personal,campaign
Valid Values: A comma separated list of callback types from the following list: `personal`, `campaign`
Changes Take Effect: At the next interaction.
Introduced: 8.5.115.17

Specifies whether an agent can select a personal callback or a campaign callback when rescheduling an Outbound campaign record, or whether all callbacks are either personal or campaign. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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. During this period, the agent sees the campaign as Active. The campaign is removed from the campaigns list after this period. A value of `-1` means that the outbound record is always editable (however, this action may fail in the OCS).

outbound.complete-record-before-transfer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next transfer attempt.
Introduced: 8.5.117.18

Specifies whether the processing of an Outbound record will be completed when the call is transferred or conferenced. If the value is set to `false`, the outbound record will be editable after the call is transferred or conferenced; Workspace attempts to update the record in OCS accordingly; however, the update operation can fail, depending on topology. If the target agent is part of the campaign, he or she can edit the record. This is the legacy behavior. If the value is set to `true`, the Outbound record will be marked as processed and the Outbound record fields will become read-only after the call is transferred or conferenced. Workspace updates and closes the record in OCS before validating the call transfer; the target agent receives a read-only record.

outbound.fields.float-separator-in-db

Default Value:
Valid Values: A valid float separator. Typical float separators are: '.' (period), ',' (comma), and '\' (backslash).
Changes Take Effect: Immediately.

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

outbound.load-at-startup

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.109.16

When the value of this option is set to `true`, the description of all the Outbound Calling Lists visible to the logged in agent is loaded and cached at login time. When the value of this option is set to `false`, the description of the Outbound Calling Lists assigned to a specific Campaign is loaded on demand when the agent is notified by Outbound Server that he or she is engaged in this Outbound Campaign.

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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 Overriding Options by Using a Routing Strategy.

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outbound.push-preview.auto-answer.enable-reject

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Dependencies: outbound.push-preview.auto-answer, outbound.push-preview.auto-answer.timer
Introduced: 8.5.105.12

Specifies whether the **Reject** button is available in the interaction notification when the value of `outbound.push-preview.auto-answer` is set to `true` and the value of `outbound.push-preview.auto-answer.timer` is greater than 0. The privilege to reject interactions must be granted. This option can be overridden by a routing strategy, as described in This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy..

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outbound.push-preview.auto-answer.timer

Default Value: 0
Valid Values: Any integer greater than or equal to 0.
Changes Take Effect: At the next interaction.
Dependencies: outbound.push-preview.auto-answer
Introduced: 8.5.105.12

Specifies the time, in seconds, after which an incoming interaction is automatically answered if the value of `outbound.push-preview.auto-answer` is set to `true`. If the value 0 is specified, interactions are immediately auto-answered. If any positive integer value is specified, then an interaction notification is displayed to the agent and a timer counts down the seconds until the interactions is auto-answered. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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outbound.push-preview.media-types

Default Value: outboundpreview
Valid Values: A comma separated list of valid media-types.

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

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

outbound.push-preview.use-combined-channel

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

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

outbound.record-information.frame-color

Default Value: #FF17849D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.

Specifies the background color the Record Information view header 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 Overriding Options by Using a Routing Strategy.

outbound.record-information.header-foreground-color

Default Value: #FFFFFFFF
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.

Specifies the color of the text of the Record Information view header of Outbound interactions. Example #FFFFFFFF for white color. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

outbound.reschedule-inherit-parent-availability-interval

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

Specifies how Workspace populates the default values of the availability ("From" and "Till") interval for a new outbound record created when rescheduling to a new number.

- false: the default values are retrieved from the "From" and "Till" Field object of the Configuration

- true: the "From" and "Till" are inherited from the parent record.

outbound.sound.campaign-updated

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Related Options: application.secondary-audio-out-device, application.secondary-audio-out-device

Specifies the sound-configuration string when the campaign status is updated. For example: "Sounds\Ring.mp3|10|-1|primary"
The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

   b. `0` means play the whole sound one time.

   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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outbound.timed-preview-auto-dial

Default Value: -1
Valid Values: -1, 0, or any positive integer.
Changes Take Effect: At the next interaction.
Introduced: 8.5.109.16

Specifies whether agents in Preview, Push preview, and Reschedule preview campaigns can manually dial a record (-1), have the call auto-dialed as soon as the record is accepted (0), or have the call auto-dialed after a specified number of seconds. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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outbound.treatment-mode

Default Value: none
Valid Values: Select one value from the following list: personal,campaign,none.
Changes Take Effect: Immediately.

Specifies the type of treatment to be applied for the outbound record after it is marked as processed.

- `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.

presence.evaluate-presence

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

When this option is set to `true`, the presence (availability) of agents, agent groups, T-Server queues, routing points, and interaction queues is shown in Team Communicator in the search results.

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. If set to `true` the Print Preview window is displayed when an agent clicks **Print**. If set to `false` the standard system print dialog box is displayed.

reporting.case.report-case-in-focus-duration

Default Value: false
Valid Values: true,false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.112.08

When set to `true`, Workspace reports to the Genesys back-end the time, in seconds, when an interaction had the focus. When set to `false`, nothing is reported.

screen-recording.client.address

Default Value:
Valid Values: A valid IP address or host.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.143.08

Specifies the IP address or host of the Screen Recording Service. If left blank, the connection to the Screen Recording Service is established on the localhost, according the IP version specified at the system level.

screen-recording.client.max-attempts

Default Value: 5
Valid Values: An integer greater than 0.

Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.106.19

Specifies the maximum number of attempts to establish communication with Screen Recording Client at Workspace initialization time before considering the Screen Recording Client inactive.

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screen-recording.client.ping-interval

Default Value: 10000
Valid Values: An integer greater than 0.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.106.19

Specifies the interval in milliseconds between two keep-alive requests to Screen Recording Client.

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screen-recording.client.port

Default Value: 443
Valid Values: A valid TCP/IP port number.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.106.19

Specifies the port on which Screen Recording Client listens for credentials. The value of this option should be set to 443.

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screen-recording.client.secure-connection

Default Value: true
Valid Values: true, false.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.106.19

Specifies whether secure connection should be used for the communication between Workspace and Screen Recording Client.

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screen-recording.htcc.peer_uri

Default Value:
Valid Values: Any valid HTTP/HTTPS URI.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.118.10

Specifies the URI representing the HTTP/HTTPS access to the Genesys Interaction Recording Web Services (or Genesys Web Services for older versions of the Genesys Interaction Recording solutions) of the peer site in a Disaster Recovery deployment. For example: http://server.domain:443.

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screen-recording.htcc.uri

Default Value:
Valid Values: A valid HTTP/HTTPS URI.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.106.19

Modified: 8.5.116.10

Specifies the URI representing the HTTP/HTTPS access to Genesys Interaction Recording Web Services (or Genesys Web Services for older versions of the Genesys Interaction Recording solutions). For example: http://server.domain:443.

security.client-authentication-certificate-search-value

Default Value: Empty
Valid Values: A string value or one of the supported field codes, Workspace uses to select a certificate.
Changes Take Effect: When the application is started or restarted.

For mutual TLS only. Specifies a string or one of the supported field codes that Workspace should use to select a certificate from the Windows Certificate Store to be used on the client-side to authenticate to server.

Search order with this value is:

1. The certificate **Thumbprint**.

2. The certificate **Subject** with this value, such as: Email, Common Name, Organizational Unit, and so on.

3. The certificate **Subject Alternative Name** with this value.

Supported field codes:

- $Agent.UserName$: The User Name.

- $Agent.UPN$: The Explicit User Principal Name (eUPN) specified in the Windows Active Directory by the Windows Administrator when provisioning the agent account. This mode is deprecated and should be substituted by implicitUPN.

- $Agent.ImplicitUPN$: The Implicit User Principal Name (iUPN), which is a combination of the samAccountName and the user's Domain.

- $Agent.SAMAccountName$: The SAM Account Name attribute in the Windows Active Directory specified by the Windows Administrator when provisioning the agent account.

- $Agent.MachineName$: The Machine Name attribute.

- $Agent.MachineNameWithDomain$: The period (.) separated combination of Machine Name and Domain attributes.

Note: For authenticated connection to Configuration Server, this option should be present in the local InteractionWorkspace.exe.config configuration file.

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 Workspace tasks are available to the agents. If this option is set to false, the list of agent tasks must be defined in Genesys Administrator.

security.enable-debug-information

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

For the About window, this option specifies whether agents are able to display the controls that provide quick access to the Executable directory, the Log directory, the GC, and so on, if they CTRL+Click the Genesys logo in the About box.

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security.inactivity-force-not-ready-state

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.139.06

Specifies whether channels that are in a Not Ready status (with or without a Not Ready Reason) are forced to new Not Ready Reason status specified by the security.inactivity-not-ready-reason option when workstation is locked. If the value of this option is set to false, only the status of channels with Ready and After Call Work statuses are updated. Depends on security.inactivity-set-agent-not-ready.

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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.
Dependencies: inactivity.set-agent-not-ready

Specifies the Not Ready Reason if the inactivity.set-agent-not-ready option is set to true.

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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 whether the agent is automatically set to Not Ready when agent inactivity is detected.

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security.inactivity-timeout

Default Value: 0
Valid Values: Any integer from 0 through 100.
Changes Take Effect: When the application is started or restarted.

Specifies the amount of time in minutes of agent inactivity (no mouse or keyboard usage) that triggers application locking. If the agent has been inactive longer than the number of minutes that are specified by the inactivity timeout, the agent must reauthenticate to be able to use the Workspace application. A value of 0 disables this functionality.

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security.session-lock-force-not-ready-state

Default Value: false
 Valid Values: true, false
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.139.06
 Related Options: security.session-lock-not-ready-reason, security.session-lock-set-agent-not-ready

Specifies whether channels that are already in a Not Ready status (with or without a Not Ready Reason) are switched to the Not Ready reason specified by the security.session-lock-not-ready-reason option when the agent is set to Not Ready when their workstation is locked. If the value of this option is set to `false`, only the status of channels in the Ready and After Call Work statuses are updated. Depends on security.session-lock-set-agent-not-ready.

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security.session-lock-not-ready-reason

Default Value: No default value
 Valid Values: A valid Not Ready reason
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.139.06

Specifies the Not Ready Reason used when the agent status is set to the Not Ready on session lock. Depends on security.session-lock-set-agent-not-ready.

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security.session-lock-set-agent-not-ready

Default Value: false
 Valid Values: true, false
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.139.06

Specifies whether the agent status is switched to Not Ready automatically when the Windows session is locked while the agent state is Ready.

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sip-cluster.data-center-locations

Default Value:
 Valid Values: A comma separated list of data center location names.
 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: Immediatly.

In SIP Cluster environment, specifies the duration, in seconds, between each attempt to reconnect to SIP Server (TController) and/or Stat Server in the case of a connection loss.

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sipendpoint.authenticate-with-dn-password

Default Value: false
Valid Values: true, false
Changes Take Effect: At next Log Off operation or at next login.
Modified: 8.5.117.26
Related Options: login.voice.prompt-dn-password

Specifies how Workspace Desktop Edition configures Workspace SIP Endpoint so that it can populate the password in the SIP Requests that require authentication:

- `false`: If the DN where agent is logging in has the `TServer/authenticate-requests` option set to a valid non-empty value, Workspace Desktop Edition configures Workspace SIP Endpoint with the value that it reads in the `TServer/password.` DN option.

- `true`: Workspace Desktop Edition configures Workspace SIP Endpoint with the DN password that is specified by the agent in the advanced Login window (activated by the `login.voice.prompt-dn-password`).

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sipendpoint.codecs.g729/8000.fmtp

Default Value: annexb=yes
Valid Values: annexb=yes, annexb=no
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.101.14

Specifies whether the G729 codec is configured with AnnexB = Yes or AnnexB = No.

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sipendpoint.codecs.h264.fmtp

Default Value: profile-level-id=420028
Valid Values: The string 'profile-level-id=' followed by a sequence of 3 hexadecimal values in the '00'-'FF' range that respectively define the profile_idc, profile-iop and level-idc.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.policy.session.auto_accept_video
Introduced: 8.5.101.14

Specifies the profile of the H.264 codec. This option is applicable only if the value of the `sipendpoint.policy.session.auto_accept_video` option is set to 1.

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sipendpoint.core-deadlock-detection-delay

Default Value: 12500
Valid Values: Any positive integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the time, in milliseconds, that Workspace SIP Endpoint waits when it detects that its main subsystem has become unresponsive before considering itself deadlocked. When Workspace SIP Endpoint considers itself deadlocked, it automatically restarts. Genesys recommends that you specify a value greater than 12500 ms.

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sipendpoint.enable-ipv6

Default Value: auto
Valid Values: A value from the following list: auto, false, true.
Changes Take Effect: When the application is started or restarted.

Specifies that the GCTI_CONN_IPV6_ON environment variable can be overridden for connections to SIP Server and RTP. If the value `auto` and the GCTI_CONN_IPV6_ON variable does not exist, then the value of `ip-version` is set to `4,6`.

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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.headset-enforce-configured-usage

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.genesys.device.headset_name

Specifies whether the SIP Endpoint must wait for the detection of the headset that is configured in the `sipendpoint.genesys.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.
Dependencies: sipendpoint.headset-unplugged-set-not-ready

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged 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.

sipendpoint.init-attempt-nb

Default Value: 10
 Valid Values: A positive integer value.
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.init-attempt-timer

 The maximum number of communication attempts between Workspace and Workspace SIP Endpoint during initialization. This option works in conjunction with the `sipendpoint.init-attempt-timer` option.

sipendpoint.init-attempt-timer

Default Value: 1
 Valid Values: A positive integer value.
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.init-attempt-nb

 The interval of time, in seconds, between attempts to communicate with the Workspace SIP Endpoint during initialization. This option works in conjunction with the `sipendpoint.init-attempt-nb` option.

sipendpoint.ip-version

Default Value: auto
 Valid Values: auto, 4,6, or 6,4
 Changes Take Effect: When the application is started or restarted.

 Specifies the Internet Protocol Version of connections to SIP Server and RTP. The value auto specifies that the Internet Protocol Version is inherited by the value set for the `ip-version` option or the GCTI_CONN_IP_VERSION environment variable. If the GCTI_CONN_IP_VERSION environment variable does not exist, the value of the `ip-version` option is set to 4,6.

sipendpoint.log.expire

Default Value: 10
 Valid Values: An integer value from 1 through 100.
 Changes Take Effect: When the application is started or restarted.

 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.
 This option requires Workspace SIP Endpoint 8.5.102 or above.

sipendpoint.log.segment

Default Value: 10MB
Valid Values: $number$ KB, $number$ MB
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. This option requires Workspace SIP Endpoint 8.5.102 or above.

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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 level of logging for the Workspace SIP Endpoint. If set to None, no log file is created for Workspace SIP Endpoint.

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sipendpoint.policy.device.audio_in_device

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters. And also Regular expressions characters (. $ ^ { [(|) * + ? \).
Changes Take Effect: When the application is started or restarted.

Specifies the regular expression used to recognize the device name for the agent's microphone. This option requires Workspace SIP Endpoint 8.5.1 or above.

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sipendpoint.policy.device.audio_out_device

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters. And also Regular expressions characters (. $ ^ { [(|) * + ? \).
Changes Take Effect: When the application is started or restarted.

Specifies the regular expression used to recognize device name for the agent's speakers. This option requires Workspace SIP Endpoint 8.5.1 or above.

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sipendpoint.policy.device.capture_device

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters. And also Regular expressions characters (. $ ^ { [(|) * + ? \).
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.policy.session.auto_accept_video
Introduced: 8.5.101.14

Specifies the regular expression used to recognize the video capture device. This option is applicable only if the value of the `sipendpoint.policy.session.auto_accept_video` option is set to 1. This option requires Workspace SIP Endpoint 8.5.1 or

higher.

sipendpoint.policy.device.headset_name

Default Value:
Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters. And also Regular expressions characters (. $ ^ { [(|) * + ? \).
Changes Take Effect: When the application is started or restarted.

The name of the agent's USB headset device. Use the "|" character to separate the names of different headsets if more than one type is supported. For example: 'Type1'|'Type2'.

sipendpoint.policy.device.use_headset

Default Value: 1
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies that a USB headset is used. The value 1 means that a USB headset is used.

sipendpoint.policy.endpoint.defer_device_release

Default Value: 200
Valid Values: Any positive integer
Changes Take Effect: When the application is started or restarted.
Introduced: WSEP 8.5.115.27

Specifies a time in milliseconds before releasing audio devices after the audio stream has been stopped. Deferring device release avoids potential service interruptions if the audio will be restarted quickly and if audio device operations are too slow on the user workstation or has other problems with restart. The value 0 disables deferred device release.

sipendpoint.policy.endpoint.include_mac_address

Default Value: 0
Valid Values: 0 (false) or 1 (true)
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.113.11

If set to 1, the MAC address is included in the Contact header of the REGISTER message of the host's network interface in a format compatible with RFC 5626.

sipendpoint.policy.endpoint.public_address

Default Value: Empty string which is fully equivalent to the $auto value.
Valid Values: Refer to the description.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.126.07

- **Valid Values:** This setting may have one of the following explicit values:

    - An IP address. For example, `192.168.16.123` for IPv4 or `FE80::0202:B3FF:FE1E:8329` for IPv6.

    - A bare host name or fully qualified domain name (FQDN). For example, `epsipwin2` or `epsipwin2.us.example.com`.

- **Description:** Specifies the Local IP address or Fully Qualified Domain Name (FQDN) of the machine. This setting can be an explicit setting or a special value that the Workspace SIP Endpoint uses to automatically obtain the public address. This setting can have one of the following special values:

    - `$auto`: The SIP Endpoint selects the first valid IP address on the first network adapter that is active (status=up) and has the default gateway configured.

    - `$ipv4` or `$ipv6`: This value has the same behavior as the `$auto` setting but the SIP Endpoint restricts the address to a particular IP family.

    - `$host`: The SIP Endpoint retrieves the standard host name for the local computer using the **gethostname** system function.

    - `$fqdn`: The SIP Endpoint retrieves the fully qualified DNS name of the local computer. The SIP Endpoint uses the **GetComputerNameEx** function with parameter **ComputerNameDnsFullyQualified**.

    - `$net:subnet`: The SIP Endpoint selects the first valid IP address that belongs to the specified subnet (where `subnet` is a full CIDR name according to RFC 4632. For example, `$net:192.168.0.0/16`). To support dynamic VPN connections, SIP Endpoint does not start registration attempts until the interface (configured by adapter name or subnet) is available.

    - An adapter name or part of an adapter name prefixed with $. For example, `$Local Area Connection 2` or `$Local`. The specified name must be different from the special values `$auto`, `$ipv4`, `$host`, and `$fqdn`.

sipendpoint.policy.endpoint.rtp_inactivity_timeout

Default Value: 30
Valid Values: Any integer from 5 to 150.
Changes Take Effect: When the application is started or restarted.

Specifies the timeout interval for RTP inactivity. A value in the range of 5 to 150 specifies the inactivity timeout interval in seconds. The recommended value is 30 seconds. If DTX is configured on MCP, the option must be set to a higher value to prevent calls from being dropped.

sipendpoint.policy.endpoint.rtp_port_max

Default Value: 9999
Valid Values: An integer of the range 1-65535
Changes Take Effect: When the application is started or restarted.
Related Options: sipendpoint.policy.endpoint.rtp_port_min

Specifies the integer value that represents the maximum value for an RTP port range. If the `minimum` and maximum values are not specified or are set to an invalid value, the default minimum (9000) and maximum (9999) are used. Setting the maximum to a value that is less than the minimum is considered an error and results in a failure to initialize the endpoint.

sipendpoint.policy.endpoint.rtp_port_min

Default Value: 9000
 Valid Values: An integer of the range 9000-65535
 Changes Take Effect: When the application is started or restarted.
 Related Options: sipendpoint.policy.endpoint.rtp_port_max

Specifies the integer value that represents the minimum value for an RTP port range. If the minimum and maximum values are
 not specified or are set to an invalid value, the default minimum (9000) and maximum (9999) are used. Setting the minimum to a
 value that is larger than the maximum value is considered an error and results in a failure to initialize the endpoint.

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sipendpoint.policy.endpoint.sip_port_max

Default Value: 5080
 Valid Values: An integer of the range 1-65535
 Changes Take Effect: When the application is started or restarted.
 Related Options: sipendpoint.policy.endpoint.sip_port_min

Specifies the integer value that represents the maximum value for a SIP port range. If the minimum and maximum values are not
 specified or are set to an invalid value, the default minimum (5060) and maximum (5080) are used. Setting the maximum to a
 value that is less than the minimum is considered an error and results in a failure to initialize the endpoint.

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sipendpoint.policy.endpoint.sip_port_min

Default Value: 5060
 Valid Values: An integer of the range 1-65535
 Changes Take Effect: When the application is started or restarted.
 Related Options: sipendpoint.policy.endpoint.sip_port_max

Specifies the integer value that represents the minimum value for a SIP port range. If the minimum and maximum values are not
 specified or are set to an invalid value, the default minimum (5060) and maximum (5080) are used. Setting the minimum to a
 value that is larger than the maximum is considered an error and results in a failure to initialize the endpoint.

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sipendpoint.policy.endpoint.tcp_port_max

Default Value: 0
 Valid Values: An integer in the range 1 to 65535 or 0.
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.policy.endpoint.tcp_port_min
 Introduced: 8.5.113.11

The maximum value for a TCP client-side port range. If set to 0, or if the configured range is not valid, SIP connections over TCP
 and TLS use ephemeral ports, assigned by the operating system. If the value is non-zero and greater than the value of the
 `sipendpoint.policy.endpoint.tcp_port_min` option, this value specifies the maximum value for a TCP client-side SIP port
 range that will be used for all outgoing SIP connections over TCP and TLS transport.

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sipendpoint.policy.endpoint.tcp_port_min

Default Value: 0
 Valid Values: An integer in the range 1 to 65535 or 0.
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.policy.endpoint.tcp_port_max
 Introduced: 8.5.113.11

The minimum value for the TCP client-side port range. If set to 0, or if the configured range is not valid, SIP connections over TCP and TLS use ephemeral ports that are assigned by the operating system. This option is related to the `sipendpoint.policy.endpoint.tcp_port_max` option.

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sipendpoint.policy.endpoint.video_max_bitrate

Default Value: 1000
Valid Values: Any positive integer value greater than 0.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.101.14

The maximum video bit-rate in kb/sec.

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sipendpoint.policy.endpoint.webrtc_audio_layer

Default Value: 0
Valid Values: 0, 1, 2, 500, 501, 502, 1000, 1001, 1002, 2000, 2001, 2002, 3000, 3001, 3002
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.112.08

Specifies which audio layer is used for WebRTC.

- 0 — The audio layer is defined by the `GCTI_AUDIO_LAYER` environment variable — Core audio is used if this environment variable is not specified.

- 1 — Wave audio layer is used.

- 2 — Core audio layer is used.

- 500 — The audio layer ensures that Microsoft Windows MultiMedia Class Scheduler Service (MMCSS) is kept alive by the system independent of the actual audio activity on input and output devices. It can be combined with the values 0, 1, or 2 (500, 501, or 502) to specify the type of audio layer.

- 1000: Instructs the audio layer to open the microphone channel when the endpoint starts up, using the audio layer type defined by option 0, and to keep it open until the endpoint is terminated. It can be combined with the values 0, 1, or 2 (1000, 1001, or 1002) to specify the type of audio layer.

- 2000: Opens the speaker channel for the life of the endpoint, using the audio layer type defined by option 0. Eliminates any delay in opening the audio device when an incoming or outgoing call is connected, for example in environments where audio device startup is slow due to a required restart of the Windows MMCSS service. It can be combined with the values 0, 1, or 2 (2000, 2001, or 2002) to specify the type of audio layer.

- 3000: Opens the microphone and speaker channels for the life of the endpoint, using the audio layer type defined by option 0. It can be combined with the values 0, 1, or 2 (3000, 3001, or 3002) to specify the type of audio layer.

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sipendpoint.policy.session.agc_mode

Default Value: 1
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies whether automatic gain control (AGC) is enabled for the outgoing headset audio stream. If set to 0, AGC is disabled; if

set to 1, it is enabled.

Note: It is not possible to apply different AGC settings for different channels in multi-channel scenarios.

sipendpoint.policy.session.auto_accept_video

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies whether video calls are accepted automatically (1) or manually (0).

sipendpoint.policy.session.auto_answer

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies whether incoming SIP interactions are automatically answered. If set to 1, all incoming calls are answered automatically.

sipendpoint.policy.session.dtmf_method

Default Value: rfc2833
Valid Values: One value from this list: rfc2833, Info, InbandRtp.
Changes Take Effect: When the application is started or restarted.

Specifies the method by which DTMF are sent.

sipendpoint.policy.session.dtx_mode

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies whether Discontinuous Transmission (DTX) is enabled. If DTX is enabled, transmission to the remote party is suspended when the application detects that the local user is not speaking. If this option is set to 1, DTX is enabled; and silence is not transmitted.

sipendpoint.policy.session.echo_control

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately.

Specifies whether headset echo control is disabled (0) or enabled (1) for the session.

sipendpoint.policy.session.noise_suppression

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately.

Specifies whether headset noise suppression is disabled (0) or enabled (1) for the session.

sipendpoint.policy.session.reject_session_when_headset_na

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies whether calls are rejected if a headset is unavailable. If set to 1, the SDK rejects the incoming session if a USB headset is not available.

sipendpoint.policy.session.ringback_enabled

Default Value: 0
Valid Values: 0, 1, 2, 3, 4, or 6
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.114.08
Modified: WSEP 8.5.115.21
Related Options: sipendpoint.policy.session.ringback_file

Specifies how the ringback feature is enabled:

- 0: do not play a ringback when the INVITE dialog is not yet established.

- 1: play the incoming media stream, if provided by the media gateway in a reliable provisional response with SDP.

- 2: play ringback from a local file only.

- 3: always play ringback using media provided by gateway or a local file if not provided.

- 4: same as 1, but the incoming media stream is played even if the provisional response from Media gateway is not reliable.

- 6: the ringback is always played using either a local file or media provided by the gateway (regardless of whether the provisional response is reliable or not).

sipendpoint.policy.session.ringback_file

Default Value:
Valid Values: Empty or a valid path to a 16-bit 8-, 16-, or 32-Khz .wav sound file. The path may be a file name in the Workspace SIP Endpoint directory or the full path to the sound file.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.policy.session.ringback_enabled
Introduced: 8.5.114.08

Specifies the audio file that is played when the `sipendpoint.policy.session.ringback_enabled` option is configured to play a local file as the ringback tone.

sipendpoint.policy.session.rx_agc_mode

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.126.07

Specifies whether Receiving-side Automatic Gain Control (Rx AGC) is enabled.

- 0: Rx AGC is disabled.

- 1: Rx AGC is enabled; the volume of a received RTP stream is automatically adjusted, to address the problem with some calls having too low a volume for agents to hear the contact clearly.

sipendpoint.policy.session.sip_code_when_headset_na

Default Value: 480
Valid Values: Any positive integer value.
Changes Take Effect: When the application is started or restarted.

Error code for an unavailable USB headset. The error code is sent if a call is rejected because of the unavailability of a headset. If a valid SIP error code is supplied and a USB headset is not available, the SDK rejects the incoming session with the specified SIP error code.

sipendpoint.policy.session.vad_level

Default Value: 0
Valid Values: An integer from 0 to 3.
Changes Take Effect: When the application is started or restarted.

Specifies the degree of bandwidth reduction voice activity detection (VAD). The value 0 specifies that conventional VAD is used. The value 3 specifies that "aggressive high" is used.

sipendpoint.proxies.proxy0.domain

Default Value:
Valid Values: A valid domain name.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.112.08
Related Options: sipendpoint.proxies.proxy1.domain

Specifies a SIP domain (an application layer configuration that defines the management domain of a SIP proxy), including 'hostport' and an optional 'uri-parameters', as defined by RFC 3261 (but not the scheme nor 'userinfo' parts, nor 'transport' URI parameter, which are added automatically). See also the `sipendpoint.proxies.proxy1.domain` option.

sipendpoint.proxies.proxy0.nat.ice_enabled

Default Value: 0
 Valid Values: 0 (for false), 1 (for true)
 Changes Take Effect: When the application is started or restarted.

 Specifies whether Interactive Connectivity Establishment (ICE) is enabled or disabled for connections on line 1.

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sipendpoint.proxies.proxy0.nat.stun_server

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 Session Traversal Utilities for NAT (STUN) server address of Line 1. An empty or null value indicates this feature is
 not used.

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sipendpoint.proxies.proxy0.nat.stun_server_port

Default Value: 3478
 Valid Values: Any valid port number on the host.
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.proxies.proxy0.nat.stun_server

Specifies the Session Traversal Utilities for NAT (STUN) server port for Line 1. Relies on a value being specified for the
 `sipendpoint.proxies.proxy0.nat.stun_server` option.

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sipendpoint.proxies.proxy0.nat.turn_password

Default Value:
 Valid Values: A valid password.
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.proxies.proxy0.nat.turn_server

Specifies the password for Traversal Using Relay NAT (TURN) authentication for Session Traversal Utilities for NAT (STUN) for Line
 1. Relies on a value being specified for the `sipendpoint.proxies.proxy0.nat.turn_server` option.

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sipendpoint.proxies.proxy0.nat.turn_relay_type

Default Value: 0
 Valid Values: 0 (TURN over UDP) or 1 (TURN over TCP)
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.proxies.proxy0.nat.turn_server

Specifies the type of Traversal Using Relay NAT (TURN) authentication for Session Traversal Utilities for NAT (STUN) that is used for
 Line 1. Specify 0 for TURN over UDP, or 1 for TURN over TCP. Relies on a value being specified for the
 `sipendpoint.proxies.proxy0.nat.turn_server` option.

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sipendpoint.proxies.proxy0.nat.turn_server

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

Specifies the Traversal Using Relay NAT (TURN) server address for Line 1. An empty or null value indicates this feature is not used.

sipendpoint.proxies.proxy0.nat.turn_server_port

Default Value: 3478
Valid Values: Any valid port number on the host.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.proxies.proxy0.nat.turn_server

Specifies the Traversal Using Relay NAT (TURN) server port for Line 1. Relies on a value being specified for the `sipendpoint.proxies.proxy0.nat.turn_server` option.

sipendpoint.proxies.proxy0.nat.turn_user_name

Default Value:
Valid Values: A valid user name.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.proxies.proxy0.nat.turn_server

The user ID for Traversal Using Relay NAT (TURN) authorization for Line 1. Relies on a value being specified for the `sipendpoint.proxies.proxy0.nat.turn_server` option.

sipendpoint.proxies.proxy0.reg_interval

Default Value: 30
Valid Values: An integer greater than or equal to 0.
Changes Take Effect: When the application is started or restarted.

Specifies the period, in seconds, after which the endpoint starts a new registration cycle when a SIP proxy is down for Line 1. The default value of 0 means that a new registration cycle is not allowed. If the setting is greater than 0, a new registration cycle is allowed and will start after the period specified by `regInterval`.

sipendpoint.proxies.proxy0.reg_match_received_rport

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.
Discontinued: 8.5.119.05

Specifies whether Workspace SIP endpoint should re-REGISTER itself if it receives a mismatched IP address in the 'received' parameter of the response to the first REGISTER. This resolves a condition when the SIP Endpoint SDK obtains the "wrong" local IP address in environments with multiple network interfaces.

sipendpoint.proxies.proxy0.reg_timeout

Default Value: 1800
Valid Values: Integers greater than or equal to 0.
Changes Take Effect: When the application is started or restarted.

Specifies the interval of time, in seconds, after which registration should expire. A new REGISTER request is sent before expiration for Line 1. If the value is set to 0 or " " (empty/null), then registration is disabled, putting the endpoint in standalone mode.

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sipendpoint.proxies.proxy1.domain

Default Value:
Valid Values: A valid domain name.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.112.08
Related Options: sipendpoint.proxies.proxy0.domain

Specifies a SIP domain (an application layer configuration that defines the management domain of a SIP proxy), including 'hostport' and an optional 'uri-parameters', as defined by RFC 3261 (but not the scheme nor 'userinfo' parts, nor 'transport' URI parameter, which are added automatically). See also the `sipendpoint.proxies.proxy0.domain` option.

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sipendpoint.proxies.proxy1.domain

Default Value:
Valid Values: A valid domain name.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.112.08
Related Options: sipendpoint.proxies.proxy0.domain

Specifies a SIP domain (an application layer configuration that defines the management domain of a SIP proxy), including 'hostport' and an optional 'uri-parameters', as defined by RFC 3261 (but not the scheme nor 'userinfo' parts, nor 'transport' URI parameter, which are added automatically). See also the `sipendpoint.proxies.proxy0.domain` option.

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sipendpoint.proxies.proxy1.domain

Default Value:
Valid Values: A valid domain name.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.112.08
Related Options: sipendpoint.proxies.proxy0.domain

Specifies a SIP domain (an application layer configuration that defines the management domain of a SIP proxy), including 'hostport' and an optional 'uri-parameters', as defined by RFC 3261 (but not the scheme nor 'userinfo' parts, nor 'transport' URI parameter, which are added automatically). See also the `sipendpoint.proxies.proxy0.domain` option.

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sipendpoint.proxies.proxy1.domain

Default Value:
Valid Values: A valid domain name.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.112.08

Related Options: sipendpoint.proxies.proxy0.domain

Specifies a SIP domain (an application layer configuration that defines the management domain of a SIP proxy), including 'hostport' and an optional 'uri-parameters', as defined by RFC 3261 (but not the scheme nor 'userinfo' parts, nor 'transport' URI parameter, which are added automatically). See also the `sipendpoint.proxies.proxy0.domain` option.

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sipendpoint.proxies.proxy1.nat.ice_enabled

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies whether Interactive Connectivity Establishment (ICE) is enabled or disabled for connections on line 2.

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sipendpoint.proxies.proxy1.nat.stun_server

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 Session Traversal Utilities for NAT (STUN) server address of Line 2. An empty or null value indicates this feature is not used.

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sipendpoint.proxies.proxy1.nat.stun_server_port

Default Value: 3478
Valid Values: Any valid port number on the host.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.proxies.proxy1.nat.stun_server

Specifies the Session Traversal Utilities for NAT (STUN) server port for Line 2. Relies on a value being specified for the `sipendpoint.proxies.proxy1.nat.stun_server` option.

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sipendpoint.proxies.proxy1.nat.turn_password

Default Value:
Valid Values: A valid password.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.proxies.proxy1.nat.turn_server

Specifies the password for Traversal Using Relay NAT (TURN) authentication for Session Traversal Utilities for NAT (STUN) for Line 2. Relies on a value being specified for the `sipendpoint.proxies.proxy1.nat.turn_server` option.

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sipendpoint.proxies.proxy1.nat.turn_relay_type

Default Value: 0
Valid Values: 0 (TURN over UDP) or 1 (TURN over TCP)
Changes Take Effect: When the application is started or restarted.

Dependencies: sipendpoint.proxies.proxy0.nat.turn_server

Specifies the type of Traversal Using Relay NAT (TURN) authentication for Session Traversal Utilities for NAT (STUN) that is used for Line 1. Specify 0 for TURN over UDP, or 1 for TURN over TCP. Relies on a value being specified for the `sipendpoint.proxies.proxy0.nat.turn_server` option.

sipendpoint.proxies.proxy1.nat.turn_server

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

Specifies the Traversal Using Relay NAT (TURN) server address for Line 1. An empty or null value indicates this feature is not used.

sipendpoint.proxies.proxy1.nat.turn_server_port

Default Value: 3478
Valid Values: A valid port number.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.proxies.proxy1.nat.turn_server

Specifies the Traversal Using Relay NAT (TURN) server port for Line 2. Relies on a value being specified for the `sipendpoint.proxies.proxy1.nat.turn_server` option.

sipendpoint.proxies.proxy1.nat.turn_user_name

Default Value:
Valid Values: A valid user name.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.proxies.proxy1.nat.turn_server

The user ID for Traversal Using Relay NAT (TURN) authorization for Line 2. Relies on a value being specified for the `sipendpoint.proxies.proxy1.nat.turn_server` option.

sipendpoint.proxies.proxy1.reg_interval

Default Value: 30
Valid Values: An integer greater than or equal to 0.
Changes Take Effect: When the application is started or restarted.

Specifies the period, in seconds, after which the endpoint starts a new registration cycle when a SIP proxy is down for Line 2. The default value of 0 means that a new registration cycle is not allowed. If the setting is greater than 0, a new registration cycle is allowed and will start after the period specified by `regInterval`.

sipendpoint.proxies.proxy1.reg_match_received_rport

Default Value: 0

Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.
Discontinued: 8.5.119.05

Specifies whether Workspace SIP endpoint should re-REGISTER itself if it receives a mismatched IP address in the 'received' parameter of the response to the first REGISTER. This resolves a condition when the SIP Endpoint SDK obtains the "wrong" local IP address in environments with multiple network interfaces.

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sipendpoint.proxies.proxy1.reg_timeout

Default Value: 1800
Valid Values: Integers greater than or equal to 0.
Changes Take Effect: When the application is started or restarted.

Specifies the interval of time, in seconds, after which registration should expire on Line 2. A new REGISTER request is sent before expiration. If the setting is 0 or empty/null, then registration is disabled, putting the endpoint in standalone mode.

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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 Workspace SIP Endpoint starts.

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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.
Modified: Workspace SIP Endpoint 8.5.113.02
Related Options: sipendpoint.sbc-register-port

Specifies the host name or DNS SRV Domain or IP Address of the Session Border Controller or SIP Proxy where the SIP REGISTER request will be sent by Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the TServer option `sip-address` of the SIP Server that monitors the DN of this agent. In Business Continuity environments, this corresponds to the preferred site registration. In environments that use a DNS SRV Domain, the value of the `sipendpoint.sbc-register-port` must be 0.

Note: To set the Domain/Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP Address.

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sipendpoint.sbc-register-address.peer

Default Value:
Valid Values: Any valid port number on the host or 0.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.sbc-register-address.peer
Modified: Workspace SIP Endpoint 8.5.113.02

In a Business Continuity environment, specifies the host name or DNS SRV Domain or IP Address of the Session Border Controller or SIP Proxy where the SIP REGISTER request is sent by Workspace SIP Endpoint for the peer site. If this option is empty, the SIP

REGISTER request is sent to the address that is specified in the TServer option `sip-address` of the SIP Server that monitors the DN of this agent. In Business Continuity environments, this corresponds to the peer site registration. If a DNS SRV Domain is specified in the `sipendpoint.sbc-register-address.peer`, the value of this option must be 0.

Note: To set the Domain/Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP Address.

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sipendpoint.sbc-register-port

Default Value:
Valid Values: Any valid port number on the host.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.sbc-register-address
Modified: Workspace SIP Endpoint 8.5.113.02

Specifies the port of the Session Border Controller or SIP Proxy where the SIP REGISTER request will be sent by Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the port that is specified in the TServer option `sip-port` of the SIP Server that monitors the DN of this agent. In Business Continuity environments, this corresponds to the preferred site registration. If a DNS SRV Domain is specified in the `sipendpoint.sbc-register-address` option, the value of this option must be 0.

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sipendpoint.sbc-register-port.peer

Default Value:
Valid Values: Any valid port number on the host or 0.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.sbc-register-address.peer
Modified: Workspace SIP Endpoint 8.5.113.02

In a Business Continuity environment, specifies the port of the Session Border Controller or SIP Proxy where the SIP REGISTER request is sent by Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request is sent to the port that is specified in the TServer option `sip-port` of the SIP Server that monitors the DN of this agent. In Business Continuity environments, this corresponds to the peer site registration. If a DNS SRV Domain is specified in the `sipendpoint.sbc-register-address.peer`, the value of this option must be 0.

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sipendpoint.standalone.certificate-search-value

Default Value:
Valid Values: A valid string that represents the thumbprint or a part of a certificate issuer or subject.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.standalone.protocol, sipendpoint.standalone.security-level
Introduced: 8.5.109.16

Specifies a string value that Workspace uses to select a certificate. This option is used only if the value of the `sipendpoint.standalone.protocol` option is `https` and the value of the `sipendpoint.standalone.security-level` option is set to 2 or 3. The search order with this value is:

1. The certificate thumbprint

2. A part of the certificate subject

3. A part of the certificate issuer

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sipendpoint.standalone.port

Default Value: 8000
 Valid Values: A positive integer value.
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.109.16

Specifies the port number of the SIP Endpoint HTTP service that Workspace uses to contact the SIP Endpoint.

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sipendpoint.standalone.protocol

Default Value:
 Valid Values: http, https
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.109.16

Specifies whether Workspace should use a secure HTTPS or unsecure HTTP connection to communicate with a standalone
 Workspace SIP Endpoint. If no value is set, Workspace looks for a local SIP Endpoint.

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sipendpoint.standalone.security-level

Default Value: 0
 Valid Values: One value from the list: 0, 1, 2, 3
 Changes Take Effect: When the application is started or restarted.
 Dependencies: sipendpoint.standalone.protocol
 Introduced: 8.5.109.16

Specifies the Workspace security level for HTTPS connections. This option is applicable only if the value of the
 `sipendpoint.standalone.protocol` is `https`.

- 0—Encryption without SIP Endpoint certificate validation

- 1—Workspace makes a standard validation of SIP Endpoint certificate (certificate authority,
  expiration, revocation)

- 2—Workspace makes a standard validation of SIP Endpoint certificate (certificate authority,
  expiration, revocation) and exposes a certificate for standard mutual TLS

- 3—Workspace makes a personal validation of SIP Endpoint certificate (certificate authority,
  expiration, revocation, subject) and exposes a personal certificate for personal mutual TLS

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sipendpoint.standalone.subject-criteria

Default Value:
 Valid Values: A coma separated list of certificate subject fields.
 Changes Take Effect: At next application start.
 Dependencies: sipendpoint.standalone.protocol, sipendpoint.standalone.security-level
 Introduced: 8.5.109.16

Specifies a list of certificate subject fields to validate in the SIP Endpoint certificate (for example: "E,CN,OU,OU,OU,DC,DC,DC,
 DC"). This option is used only if the value of the `sipendpoint.standalone.protocol` option is `https` and the value of the
 `sipendpoint.standalone.security-level` option is set to 3.

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sipendpoint.standalone.subject-matching-properties

Default Value:
Valid Values: A comma separated list of Active Directory Current User properties.
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.standalone.subject-criteria, sipendpoint.standalone.protocol, sipendpoint.standalone.security-level
Introduced: 8.5.109.16

Specifies a list of properties of Active Directory Current User. Each defined Active Directory Current User property must match in the same order, the corresponding certificate subject fields that are specified by the value of the `sipendpoint.standalone.subject-criteria`. For example: "mail,cn,distinguishedName.OU,distinguishedName.OU, distinguishedName.OU,distinguishedName.DC,distinguishedName.DC,distinguishedName.DC,distinguishedName.DC". This option is used only if the value of the `sipendpoint.standalone.protocol` option is https and the value of the `sipendpoint.standalone.security-level` option is set to 3.

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sipendpoint.standalone.vdi-detection-model

Default Value: auto
Valid Values: One value from the list: auto,xenapp,xendesktop,vmware-horizon,rdp,localhost
Changes Take Effect: When the application is started or restarted.
Dependencies: sipendpoint.standalone.protocol
Introduced: 8.5.109.16
Modified: 8.5.131.07

Specifies the type of Virtual Desktop Infrastructure (VDI) environment Workspace is running, and determines the address detection model used by Workspace to connect to the Standalone SIP Endpoint that is running on the local physical workstation. This option is used only if sipendpoint.standalone.protocol option is not empty. The following VDI environments are supported:

- `auto`—Workspace automatically detects the VDI type (for Workspace SIP End Point only)

- `xenapp`—The VDI type is Citrix XenApp (for Workspace SIP End Point only)

- `xendesktop`—The VDI type is Citrix XenDesktop (for Workspace SIP End Point only)

- `vmware-horizon`—The VDI type is VMware Horizon (for Workspace SIP End Point only)

- `rdp`—The VDI type is Microsoft Remote Desktop Protocol (RDP) (for Workspace SIP End Point only)

- `localhost`—The SIP Endpoint is running on the VDI server along with Workspace (applicable only when the SIP Endpoint is Genesys Softphone, which must be deployed specifically for VDI environments)

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sipendpoint.standalone.vdi-detection-use-dns

Default Value: true
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.140.08

In a Virtual Desktop Infrastructure (VDI) environment, this option specifies whether Workspace relies on a DNS resolution to identify the IP Address used to connect to Workspace SIP Endpoint. When set to false, Workspace uses the IP Address provided by VDI infrastructure.

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sipendpoint.system.diagnostics.enable_logging

Default Value: 1

Valid Values: 1, 0
Changes Take Effect: When the application is started or restarted.

Specifies whether logging is enabled for Workspace SIP Endpoint. A value of 1 enables this feature. This option applies to Workspace SIP Endpoint 8.0.2.

sipendpoint.system.diagnostics.log_filter

Default Value:
Valid Values: dtmf or blank.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.114.08

Specifies the list of keys of SIP Messages for which the value should be hidden in the log files.

sipendpoint.system.diagnostics.log_level

Default Value: 0
Valid Values: 0, 1, 2, 3, or 4
Changes Take Effect: When the application is started or restarted.

Specifies the log level for Workspace SIP Endpoint.

- 0 = "Fatal"

- 1 = "Error"

- 2 = "Warning"

- 3 = "Info"

- 4 = "Debug"

sipendpoint.system.diagnostics.log_options_provider

Default Value: gsip=2, webrtc=(warning)
Valid Values: gsip=x (where x is a valid value for gsip) + , + webrtc=(y) (where valid values for y are warning, state, api, debug, info, error, and/or critical). For example: gsip=2, webrtc=(error,critical)
Changes Take Effect: When the application is started or restarted.

Specifies the log level for webrtc. For example: gsip=2, webrtc=(error,critical)

sipendpoint.system.security.cert_file

Default Value:
Valid Values: A valid certificate thumbprint.
Changes Take Effect: When the application is started or restarted.

Thumbprint value of the Public endpoint certificate file, which is used as a client-side certificate for outgoing TLS connection and server-side certificate for incoming TLS connections. For example: 78 44 34 36 7a c2 22 48 bd 5c 76 6b 00 84 5d 66 83 f5 85 d5

sipendpoint.system.security.tls_enabled

Default Value: 0
Valid Values: 0 (for false), 1 (for true)
Changes Take Effect: When the application is started or restarted.

Specifies with TLS transport is registered. If the value is set to 1, the connection with TLS transport is registered.

sipendpoint.system.security.use_srtp

Default Value: optional
Valid Values: One value from the following list: optional, allowed, disabled, off, elective, both, enabled, force, mandatory
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.112.08, 8.5.126.07

Specifies whether to use SRTP (Secure Real-Time Transport Protocol)

- `optional` or `allowed`: Do not send secure offers, but accept them.

- `disabled` or `off`: Do not send secure offers and reject incoming secure offers.

- `elective` or `both`: Send both secure and non-secure offers and accept either.

- `enabled`: Send secure offers, accept both secure and non-secure offers.

- `force` or `mandatory`: Send secure offers, reject incoming non-secure offers.

Adding either '`,UNENCRYPTED_SRTCP`' (long form) or '`,UEC`' (short form) to any value (for example, '`enabled,UEC`'), adds the UNENCRYPTED_SRTCP parameter to that offer. When this parameter is negotiated, RTCP packets are not encrypted but are still authenticated. **Note:** Workspace SIP Endpoint supports only the `Session Description Protocol Security Descriptions` (SDES) method to negotiate SRTP keys.

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 Workspace SIP Endpoint for SIP Communication. This option can be used with Interaction Workspace SIP Endpoint 8.0.204 and above.

sipendpoint.video.always-on-top

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

Specifies whether the Video Window, when it is displayed, is displayed on top of all the other windows of end user workstation without the possibility to put it in the background.

sipendpoint.video.auto-activate

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

Specifies whether or not the video window is populated automatically when an incoming interaction, which has a video component, is connected. If the value false is specified, the video can be activated later by using the 'Start Video' button.

sipendpoint.video.camera-frame-rate

Default Value: 30
Valid Values: An integer that specifies the rate, in frame per second, of the video camera capture.
Changes Take Effect: When the application is started or restarted.

Specifies the video capture rate, in frame per second, of the local video camera.

sipendpoint.video.camera-frame-size

Default Value: 352x288
Valid Values: A string that specifies the width and height, separated by an 'x', of the camera frame capture (for example: 353x288).
Changes Take Effect: When the application is started or restarted.

Specifies the frame size capture of the local video camera. To determine the list of available resolutions, consult the specifications of your device or check the Workspace SIP Endpoint logs, which prints the list of available frame sizes.

sipendpoint.video.camera-render-format

Default Value: 6
Valid Values: A integer between 0 and 13 that specifies the render format of camera capture.
Changes Take Effect: When the application is started or restarted.

Specifies the video format of the local video camera. To determine the list of available formats, consult the specifications of your device or check Workspace SIP Endpoint logs, which prints the list of available video formats. The following values correspond to the supported video formats:

- `0 = i420`
- `1 = YV12`
- `2 = YUY2`
- `3 = UYVY`
- `4 = IYUV`
- `5 = ARGB`
- `6 = RGB24`

- 7 = RGB565

- 8 = ARGB4444

- 9 = ARGB1555

- 10 = MJPEG

- 11 = NV12

- 12 = NV21

- 13 = BGRA

sipendpoint.video.thumbnail-ratio

Default Value: 0.25
Valid Values: A float value.
Changes Take Effect: When the application is started or restarted.

Specifies the size ratio of the thumbnail to the video in the SIP video window when both local and remote video are displayed.

sms.agent.prompt-color

Default Value: #FF2E6599
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the color of the prompt for the messages that are entered by an agent in the SMS interaction view.

sms.agent.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the color of the text of the messages that are entered by an agent in the SMS interaction view.

sms.auto-answer

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

Specifies whether a SMS interaction is automatically accepted and joined if necessary when a Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

sms.auto-answer.enable-reject

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Dependencies: sms.auto-answer, sms.auto-answer.timer
Introduced: 8.5.105.12

Specifies whether the **Reject** button is available in the interaction notification when the value of `sms.auto-answer` is set to `true` and the value of `sms.auto-answer.timer` is greater than 0. The privilege to reject interactions must be granted. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

sms.auto-answer.timer

Default Value: 0
Valid Values: Any integer greater than or equal to 0.
Changes Take Effect: At the next interaction.
Dependencies: sms.auto-answer
Introduced: 8.5.105.12

Specifies the time, in seconds, after which an incoming interaction is automatically answered if the value of `sms.auto-answer` is set to `true`. If the value 0 is specified, interactions are immediately auto-answered. If any positive integer value is specified, then an interaction notification is displayed to the agent and a timer counts down the seconds until the interactions is auto-answered. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

sms.client.prompt-color

Default Value: #FFAF4F0B
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the color of the text received by a contact in the SMS interaction view.

sms.client.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the color of the prompt for the messages entered by a contact in the SMS interaction view.

sms.default-queue

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

Specifies the Interaction Queue in which new or reply outbound SMS are submitted when an agent clicks Send and before the interaction is placed in outbound queue.

sms.from-numbers-business-attribute

Default Value:
Valid Values: A valid name of a Business Attribute.
Changes Take Effect: At the next interaction.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as 'from numbers' of outbound SMS interactions.

sms.max-message-number

Default Value: 8
Valid Values: Any integer greater than or equal to 0.
Changes Take Effect: At the next interaction.

Specifies the maximum number of SMS allowed per message. 0 means there is no maximum value.

sms.other-agent.prompt-color

Default Value: #FF295B00
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the color of the prompt for the messages that are entered by the target agent in the SMS interaction view.

sms.other-agent.text-color

Default Value: #FF3D464D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: Immediately.
Modified: 8.5.122.08

Specifies the color of the text entered by another agent in the SMS interaction view.

sms.outbound-queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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.

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 the user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

sms.reconnect-attempts

Default Value: 5
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.
Introduced: 8.5.153.05

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

sms.reconnect-timeout

Default Value: 10
Valid Values: from 0 to MAXINT
Changes Take Effect: At the next interaction.
Introduced: 8.5.153.05

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

sms.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Dependencies: application.secondary-audio-out-device, application.secondary-audio-out-device

Specifies the path of the sound file that is played when SMS interaction is ringing. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means play and repeat until an explicit message stops it. For example, the `established` event stops the ringing sound.

  b. `0` means play the whole sound one time.

  c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

  - `primary`—Play the sound on the default audio output device

  - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

  - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

sms.simple-transcript

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.122.08

Specifies whether the SMS transcript is displayed as simple lines of text lines instead of text blocks.

sms.subject-max-chars

Default Value: 25
Valid Values: A positive integer.
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 does not contain subject. A value of 0 means no subject is created.

sms.system.text-color

Default Value: #FF8C8C8C
Valid Values: Valid Hexadecimal color code.
Changes Take Effect: Immediately

Specifies the color of the text for system messages in the SMS interaction view.

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.

sms.transcript-enable-history-filters

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.132.05

Specifies that the value specified for the contact.history.filters-<attribute> option is used to filter the history-based part of the SMS transcript.

sms.transcript-time-frame

Default Value: 24
Valid Values: A positive integer value.
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.

sounds.preloadfiles

Default Value: Sounds\Ring.mp3
Valid Values: A comma-separated list of valid Windows directory paths and file names. '|' character after the file name must be followed by the output device definition.
Changes Take Effect: When the application is started or restarted..
Dependencies: application.secondary-audio-out-device
Related Options: voice.ringing-bell, chat.new-message-bell

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|primary,Sounds\bell|secondary.mp3,Sounds\chord.mp3|both,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. The file value has two components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means play and repeat until an explicit message stops it. For example, the `established` event stops the ringing sound.

   b. `0` means play the whole sound one time.

   c. An integer > 0 means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

   • `primary`—Play the sound on the default audio output device

   • `secondary`—Play the sound on the secondary audio device, as defined by the

`application.secondary-audio-out-device` configuration option

- both—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

spellchecker.chat.prompt-on-send

Default Value: false
 Valid Values: true, false
 Changes Take Effect: At the next interaction.
 Introduced: 8.5.105.12

Specify by whether you want agents to be prompted when they click **Send** if there are misspelled words in a chat.

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.

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 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).

spellchecker.email.prompt-on-send

Default Value: false
 Valid Values: true, false.
 Changes Take Effect: At the next interaction.
 Introduced: 8.5.105.12

Specify whether you want agents to be prompted when they click **Send** if there are misspelled words in an email.

spellchecker.im.prompt-on-send

Default Value: false
 Valid Values: true, false.

Changes Take Effect: At the next interaction.
Introduced: 8.5.105.12

Specify whether you want agents to be prompted when they click **Send** if there are misspelled words in an IM message.

spellchecker.sms.prompt-on-send

Default Value: false
Valid Values: true, false.
Changes Take Effect: At the next interaction.
Introduced: 8.5.105.12

Specify whether you want agents to be prompted when they click **Send** if there are misspelled words in an SMS message.

spellchecker.<media-type>.prompt-on-send

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.105.12

Specify by media type whether you want agents to be prompted when they click **Send** if there are misspelled words in an email, chat, or SMS message. The following media names are supported: `chat`, `email`, `sms`.

standard-response.auto-append-star-to-search

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next search.
Introduced: 8.5.117.18

Specifies whether an asterisk ("*") character is automatically appended to a Standard Response keyword search to force a `starts with` search. When searching in languages, such as Chinese or Japanese, set this option to `false` and set up a CJK Analyzer in Universal Contact Server.

standard-response.categories

Default Value: All
Valid Values: All or a comma-separated list of one or more Category paths, using the '/' separator as tree level separator.
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. Each category must be defined using the full access path that must be specified as the root for the agent or agent group to the category; for example: `RootCategory1/CategoryLevel1/CategoryLevel2/CategorySpecifiedAsRoot`.

If the option is set to All or left empty, then Standard Responses for all the Category objects defined in the Configuration Layer are displayed. If an invalid category name is specified in the option, this category is ignored. If all the specified categories are invalid, the option behaves as if it is empty, resulting in the display of all categories.

This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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 Universal Contact Server (UCS) so that it can be read by the Training Server.

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standard-response.field.<CustomFieldCode>

Default Value:
Valid Values: Any valid text string.
Changes Take Effect: At the next interaction.
Introduced: 8.5.112.08

In the name of the option, `CustomFieldCode` represents a field code that is called in a Standard Response object created in Knowledge Manager and stored in Universal Contact Server. There is an optional `Agent` parameter that you can include with the `CustomFieldCode` parameter to make the field code specific to an agent.

Use this option to specify a custom field code such as an agent nickname, role, department, or other qualification. The value of the option is specific to the agent, agent group, tenant, or application. Refer to Enabling the Standard Responses feature for more information.

The value of this option represents the data that is used to populate the corresponding field codes when a Standard Response is inserted into an interaction. You can format `CustomFieldCode` to represent a custom agent attribute using the following pattern:

`Agent.<CustomAgentAttr>`, or any custom attribute by dropping the agent modifier: `<CustomFieldCode>`.

Examples:

- `standard-response.field.Agent.Nickname = Lee`

- `standard-response.field.Department = Sales`

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standard-response.languages

Default Value: All
Valid Values: All or a comma-separated list of one or more language-name Business Attributes
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. The language corresponds to a Business Attribute named Language in Knowledge Manager or eServices Manager. If the value All is specified, then Standard Responses for all the Language objects that are defined in Knowledge Manager or eServices Manager are displayed. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

standard-response.shortcuts.<keyword>

Default Value: No default value
Valid Values: The path to a standard response as defined in Knowledge Manager or eServices Manager.
Changes Take Effect: At the next interaction.
Introduced: 8.5.118.10
Related Options: editor.shortcuts.prefix

Specifies the path to a standard response as defined in the configuration layer. The name of the option defines a keyword that agents can enter into an editor view, along with a prefix that is defined by the `editor.shortcuts.prefix` option and Ctrl+Space, to automatically add the standard response to the interaction.

standard-response.suggested-responses-min-relevancy

Default Value: 50
Valid Values: An integer between 0 and 100.
Changes Take Effect: At the next interaction.

Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.

statistics.displayed-statistics

Default Value:
Valid Values: A comma-separated list of Statistic names.
Changes Take Effect: Immediately.

Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

statistics.queues

Default Value:
Valid Values: A comma-separated list of queue identifiers in the following format: (<queueNumber>@<switchName>)
Changes Take Effect: Immediately.

Specifies the list of queues for which queue statistics are calculated. List of queues can be set through a variable: $AGENT.LOGINQUEUE$ (the queue on which the agent logged in), $AGENTGROUP.ORIGINATIONDNS$ (the queues set as the origination DNs in the agent groups to which this agent belongs).

statistics.refresh-time

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

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

statistics.routing-points

Default Value:
Valid Values: A comma-separated list of Routing Point identifiers in the following format:
(<routingPointNumber>@<switchName>)
Changes Take Effect: Immediately.

Specifies the list of routing points for which routing point statistics are calculated.

system-tray.tooltip

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

Defines the tooltip of the Workspace system tray icon by specifying a string that contains the following field codes:
$Application.Title$, $Application.Name$, $Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$. If all
field codes are empty, the following field codes are used:$Application.Title$.

teamcommunicator.add-recent-filters.voice

Default Value:
Valid Values: A comma-separated list of interaction types taken from the following values: internal, external, consultation.
Changes Take Effect: At next interaction event.

Specifies whether to store incoming interactions into the "Recent" buffer. By default, the Recent buffer stores only the actions of
the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of
that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

teamcommunicator.always-clear-textbox-on-new-interaction

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

When this option is set to true, Workspace clears the teamcommunicator search textbox when the interaction is initiated by
pressing "Enter" or by clicking on one of the medias of teamcommunicator results. When it is set to false, this option clears the
teamcommunicator search textbox only when the interaction is initiated by pressing "Enter"

teamcommunicator.contact-favorite-fields

Default Value: Category,FirstName,LastName,PhoneNumber,EmailAddress
Valid Values: A comma-separated list of values from the following list: Category, FirstName, LastName, PhoneNumber,
EmailAddress.
Changes Take Effect: When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a Contact.

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teamcommunicator.corporate-favorites

Default Value:
Valid Values: A comma-separated list of favorite names (section names) defined in the Workspace application.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.141.04 (behavior description clarified)
Related Options: teamcommunicator.corporate-favorites-file

The list of corporate favorites (quick dial favorites) that are configured in Configuration Server for an Agent, Agent Group, Skill, Routing Point, Queue, Interaction Queue, or Custom Contact in the same tenant as the agent. See the Procedure: Creating Corporate Favorites for information about creating Corporate Favorite objects in the configuration layer. For operations such as transfer and conference from the Interaction Window Team Communicator, this option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy, but not for the Main Window Team Communicator.

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teamcommunicator.corporate-favorites-file

Default Value:
Valid Values: File path or HTTP/HTTPS URL.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.152.02
Related Options: teamcommunicator.corporate-favorites

Specifies the name and the path to your corporate favorites definition file. The path can be relative to the Workspace working directory (for example: `Favorites\CorporateFavorites.txt`) or an absolute path (for example: `C:\PathToFavorites\CorporateFavorites.txt`) or a location of the file using an HTTP/HTTPS URL (Proxy and Authentication are not supported). The file must be in XML format. For information about how to use this option with the teamcommunicator.corporate-favorites option and transaction overrides see Creating Corporate Favorites.

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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 that is created from a typed phone number or email address.

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teamcommunicator.interaction-queue-presence-metrics

Default Value: interaction-queue-presence
Valid Values: A string that contains a comma separated list of interaction queue presence options section names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.102.06

Specifies a list of interaction queue presence sections. Each of these sections contain a valid statistic name related to the interaction queue, the text to be displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

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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,CustomContact
Valid Values: A comma-separated list of values from the following list: Agent, AgentGroup, Skill, RoutingPoint, Queue, Contact, InteractionQueue, CustomContact
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 statuses, excepting Ready, for which a target agent can be contacted for consultation, transfer, and conference, requests. If the status of the target agent is neither Ready nor in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

Note: The value LoggedOff typically applies to off-line media types such as Email.

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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.

Provides performance protection if you have a large number of agents that all login at the same time. Specifies whether all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) that are required by the Team Communicator are loaded at login. If this option is set to false, the elements are not loaded at login; instead, they are loaded when the Team Communicator is used for the first time in the session.

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teamcommunicator.max-favorites-size

Default Value: 50
Valid Values: Any positive integer value.
Changes Take Effect: When the application is started or restarted.

Specifies the maximum number of entries in the list of favorites that is displayed while an agent is entering a contact or target

name in the favorites view.

Note: High values (100+) will impact the performance of the workstation and application.

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.

Specifies the maximum number of internal entries (agent, agent groups and so on) and maximum number of external entries (customer contacts) to be displayed in the Team Communicator suggestion list while an agent is entering a contact or target name.
For example, if 10 is specified, up to 10 internal targets and up to 10 contacts may be displayed.

teamcommunicator.person-cache-for-favorites-recents-enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.154.xx

Specifies whether advanced cache usage is used when preparing the Recents and Favorites sections of Team Communicator. The value 'false' (default) represents the legacy behavior where the preparation of Favorites and Recents can generate some duplicated requests to Configuration Server. While the value 'true' optimizes the usage of local cache when loading Recents and Favorites. The Team Communicator user experience during data loading can be slightly different when this option is set to 'true'.

teamcommunicator.queue-presence-metrics

Default Value: queue-presence
Valid Values: A string that contains a comma separated list of queue presence options section names.
Changes Take Effect: When the application is started or restarted.

Specifies a list of queue presence sections. Each of these sections contain a valid statistic name related to the queue, the text displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

teamcommunicator.recent-max-records

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

Specifies the maximum number of internal entries (for example, agent and groups) and the maximum number of external entries (customer contacts) to be displayed in the Team Communicator suggestion list while an agent is entering a contact or target name. For example, if 10 is specified, up to 10 internal targets and up to 10 contacts may be displayed.

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.

teamcommunicator.routing-point-presence-metrics

Default Value: routing-point-presence
Valid Values: A string that contains a comma separated list of routing point presence options section names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.102.06

Specifies a list of routing point presence sections. Each of these sections contain a valid statistic name related to the routing point, the text to be displayed in Team Communicator, a warning level value, an error level value, and a list of object ids that apply to this presence statistic.

teamlead.agent-status.enabled-agent-group-security-mode

Default Value: true
Valid Values: true, false
Changes Take Effect: At next agent search.

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.

teamlead.agent-status.enabled-remote-actions

Default Value: Ready, NotReady, LogOff
Valid Values: A comma-separated list of states: Ready, NotReady, LogOff
Changes Take Effect: At the next agent search.
Introduced: 8.5.126.07

Specifies the list of agent statuses to which a Team Lead can set an agent selected from Team Communicator. The order of the statuses defines the order they are displayed in Team Communicator. This option is applicable only when the 'Team Lead - Agent Status Enabled Remote Actions' privilege is granted to the Team Lead.

teamlead.agent-status.get-queue-from-extensions

Default Value: false
Valid Values: true, false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.163.xx

Specifies whether Workspace uses the queue set in the EventRegistered extensions when the Team Lead changes the voice status of the selected agent to Ready, Not Ready, or Log Off (primarily for Avaya TServer). This option is applicable only when the 'Team Lead - Can Change Agent State' privilege is assigned to the Team Lead.

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. If the value call is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value agent is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

toast.case-data.content

Default Value: History,CaseData
Valid Values: History, CaseData
Changes Take Effect: At the next interaction.
Dependencies: toast.case-data.format-business-attribute
Modified: 8.5.143.08
Related Options: interaction.case-data.content, display-format.caller-name

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 toast.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, display of case information in the toast view is no longer controlled by case information in the interaction view. Please refer to the interaction.case-data.content option for this purpose.

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
Related Options: toast.case-data.order

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the interaction preview. You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the toast.case-data.order option. 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 the toast.case-data.order option are put at the bottom of the list. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

toast.window-title

Default Value: ($Contact.FirstName$ $Contact.LastName$|$Interaction.MainParty$) - $Window.Title$
Valid Values:
$Window.Title$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Interaction.CaseId$,$Interaction.MainParty$,$Cor
(X: name of contact attribute, Y: attached data key name).
Changes Take Effect: Immediately.

Defines the title of the Interactive Notification window by specifying a string that contains the following field codes:
$Window.Title$,$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,$Interaction.CaseId$,
$Interaction.Id$,$Interaction.MainParty$,$Contact.X$,$AttachedData.Y$
Where X is the name of the contact attribute and Y is the name of the attached-data key.
If all field codes are empty, the following field codes are used:
$Window.Title$ - $Interaction.MainParty$. This option can be overridden by a routing strategy, as described in Overriding
Options by Using a Routing Strategy.

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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 tab order of the Contact Information view and the Contact History view in the Case information. If this option is not
configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an
item order is specified. The following document enumerates all the views and regions: Customize 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 display order of the Contact Information view and the Contact History view in the Case Information view. If this
option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used
except where an item order is specified. The following document enumerates all the views and regions: Customize 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 display order of the side button region. If this option is not configured, then the default ordering is used. If you do
not specify all the options, then the default order is used except where an item order is specified. The following document
enumerates all the views and regions: Customize 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 tab order of the Contact Information view and the Contact History view in the Case Information view. The following document enumerates all the views and regions: Customize 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 display order of the Contact Information view and the Contact History view in the Contact Information view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize 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 tab order of the Contact Tab in the Contact History. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize 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 display order of the Contact Tab in the Contact History. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize 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 tab order of the disposition and notepad views in an interaction window. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

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 display order of the disposition and notepad views in an interaction window. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

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.

Specifies the tab order of the buttons on the toolbar. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

views.ToolbarWorkplaceRegion.order

Default Value: MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...
Changes Take Effect: When the views are instantiated.

Specifies the display order of the buttons on the toolbar. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

views.ToolbarWorksheetButtonRegion.order

Default Value:
MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarContainerAlertMessageButtonVie
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarContainerAlertMessageButtonVie
Changes Take Effect: When the views are instantiated.

Specifies the display order of items in the Workspace region. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

views.WorkbinsTabBottomHistoryMultiRegion.activate-order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...
Changes Take Effect: When the views are instantiated.

Specifies the tab order of the workbins in the Contact History view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

views.WorkbinsTabBottomHistoryMultiRegion.order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView
Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...
Changes Take Effect: When the views are instantiated.

Specifies the display order of the workbins in the Contact History view. If this option is not configured, then the default ordering is used. If you do not specify all the options, then the default order is used except where an item order is specified. The following document enumerates all the views and regions: Customize Views and Regions

voice.after-call-work-extension

Default Value: untimed
Valid Values: untimed, repeat, or deny
Changes Take Effect: Immediately
Introduced: 8.5.124.08

In SIP Server environments, specifies the action to be performed if an agent repeatedly requests the After Call Work (ACW) status. This does not apply to the IM channel which is always untimed.

- `untimed`: Sets an untimed ACW period (this is the default behavior for Workspace).

- `repeat`: Allows an agent to extend the ACW period.

- `deny`: Does not allow an agent to extend the current ACW period.

voice.auto-answer

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Modified: 8.5.117.18

Specifies whether a voice interaction is automatically answered when a TServer Ringing event is received. This feature is disabled if the voice media that handles the interaction is in Logged Off state. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

voice.auto-answer.enable-reject

Default Value: false
 Valid Values: true, false
 Changes Take Effect: At the next interaction.
 Dependencies: outbound.push-preview.auto-answer, voice.auto-answer.timer
 Introduced: 8.5.105.12

Specifies whether the **Reject** button is available in the interaction notification when the value of `outbound.push-preview.auto-answer` is set to `true` and the value of `voice.auto-answer.timer` is greater than 0. The privilege to reject interactions must be granted. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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voice.auto-answer.timer

Default Value: 0
 Valid Values: Any integer greater than or equal to 0.
 Changes Take Effect: At the next interaction.
 Dependencies: voice.auto-answer
 Introduced: 8.5.105.12

Specifies the time, in seconds, after which an incoming interaction is automatically answered if the value of `voice.auto-answer` is set to `true`. If the value 0 is specified, interactions are immediately auto-answered. If any positive integer value is specified, then an interaction notification is displayed to the agent and a timer counts down the seconds until the interactions is auto-answered. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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voice.cancel-after-call-work-on-done

Default Value: false
 Valid Values: true, false
 Changes Take Effect: Immediately.
 Introduced: 8.5.103.10

If the value `false` is specified, agents must manually change their state from After Call Work to some other status. If the value `true` is specified, the After Call Work state is changed to the former status when an agent clicks **Done**.

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voice.complete-conference-requires-connected-consultation-call

Default Value: false
 Valid Values: true, false
 Changes Take Effect: At the next interaction.
 Introduced: 8.5.132.05

Specifies whether the 'Complete Conference' function requires a consultation call to the Agent to be established. When this option is set to 'false', the Agent can complete the conference regardless of consultation call state. When this option is set to 'true' it is not possible to complete a conference until the consultation call is established.

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voice.device-type

Default Value: auto
 Valid Values: auto, separate
 Changes Take Effect: When the application is started or restarted.
 Introduced: 8.5.138.04

Specifies the type of device that this DN represents in the configuration. Configure this option in the interaction-workspace section of the Annex of the DN object. You can enable agents to enter different Places associated with different types of SIP DNs when they log in so that they can login from a Workspace SIP Endpoint/Genesys Softphone workstation one day and from their mobile or home phone through SIP Server, or a 3rd party SIP Endpoint on a different day.

- auto: Specifies that Workspace SIP Endpoint or Genesys Softphone is used. The behavior is adjusted based on the privileges granted to the agent. If "SIP Endpoint - Can Use" is granted, Workspace tries to interact with the SIP Endpoint (Workspace SIP Endpoint or Genesys Softphone) as soon as the DN is recognized as a SIP Server DN. This is the compatibility mode that matches the behavior up to Workspace 8.5.137.xx.

- separate: Specifies that the privilege to enable Workspace SIP Endpoint or Genesys Softphone communication should be ignored. The device is supposed to have a life cycle independent from Workspace. Use this value for hard phones and SIP Endpoints from another vendor, and so on.

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voice.dtmf-inactivity-typing-timeout

Default Value: 500
Valid Values: Any positive integer.
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-agent-reservation

Default Value: false
Valid Values: true, false
Changes Take Effect: When the applicationis started or restarted.
Introduced: 8.5.111.21

Specifies whether Workspace should prevent an agent from manually setting the voice channel to Not Ready, Do Not Disturb, After Call Work, or Logged Off status, or from exiting the application if the agent has been marked as **Reserved** by the Router or any other server that can reserve an Agent for call distribution.

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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.end-consultation-method

Default Value: reconnect
Valid Values: reconnect, release
Changes Take Effect: At the next interaction.

Introduced: 8.5.103.10

Specifies the type of telephony action that is executed when an agent clicks **End** during a voice consultation call.

- `reconnect`: A **Reconnect Call** action is applied, which results in the automatic retrieval of the leg which was on hold during the consultation.

- `release`: A **Release Call** action is applied, which releases the consultation leg while keeping the principal leg on hold. This enables agents to make a subsequent consultation call without retrieving the main party first. **Note**: Genesys SIP Server supports this mode but not all switch environments can support it. For other switches, consult the corresponding documentation.

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voice.hold-indicator-timer

Default Value: 30,60
Valid Values: Two integer values separated by a comma.
Changes Take Effect: At the next interaction.
Dependencies: voice.show-hold-duration
Introduced: 8.5.111.21

Specifies two alarm thresholds, in seconds, that warn agents that a voice call is on hold for a long time. Three levels are displayed by the progress indicator: before the warning time, between the warning time and the maximum time, and after the maximum time. If the value `0,0` means that the progress indicator is not enabled. This option can be enabled only if the value of the `voice.show-hold-duration` is set to `true`.

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voice.hot-standby.backup-retry-delay

Default Value: 40
Valid Values: A positive integer value.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.135.05

In a hot-standby TServer configuration, this option specifies the time, in seconds, between the two attempts to reconnect to the back-up TServer. Genesys recommends that you keep the value of this option above 30 seconds for optimal performance.

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voice.hybrid-switch-preference

Default Value: No default value
Valid Values: A comma separated list of valid Switch Object names.
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.117.18

In Hybrid environments where agents are configured to work with Places that contain Voice DNs from two different switches. The order of the names specifies the preferred switch when the call policy does not favor either switch.

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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 Overriding Options by Using a Routing Strategy.

voice.nb-max-independent-calls

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

Specifies that an agent cannot place a new, independent call if the number of active calls is equal to or greater than the specified value. If the value 0 is specified, the agent is not prevented by Workspace from placing new calls; instead, the back-end system controls this behavior. This option does not affect consultation calls that are placed on top of voice calls.

voice.one-step-trsf-mode

Default Value: default
Valid Values: At least one item from the list: `default`, `single-step-transfer`, `mute-transfer`
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`, if it is supported by your switch, or `mute-transfer`, if one-step transfer is not supported by your switch.

voice.prompt-for-end

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

Specifies whether Workspace displays a confirmation message when the agent clicks **End** during a voice call. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

voice.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Related Options: application.secondary-audio-out-device

Specifies the voice channel ringing sound-configuration string. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

    a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

      b. `0` means play the whole sound one time.

      c. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specifies whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value |`primary` is used by default.

- `primary`—Play the sound on the default audio output device

- `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

- `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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voice.show-hold-duration

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.111.21

Specifies if the current hold call duration should be displayed as the primary timer in the Interaction Bar when a voice call is placed on hold. The total call duration remains accessible through the Interaction Bar tooltip.

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voice.show-post-call-duration

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Introduced: 8.5.111.21

Specifies if the current post call duration is displayed instead of the total call duration in the Interaction Bar when a voice call is disconnected. The previous total call duration can be viewed by using the Interaction Bar tooltip.

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voice.sip-preview-bell

Default Value:
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Introduced: 8.5.109.16
Related Options: application.secondary-audio-out-device

Specifies the Voice (SIP Server only) or IM channel Preview sound-configuration string. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

    3. The duration:

    a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

b. `0` means play the whole sound one time.

c. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specifies whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

- `primary`—Play the sound on the default audio output device

- `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

- `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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voicemail.access-number

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

Specifies the number to call to access your voicemail system.

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voicemail.notification-types

Default Value: personal,public
Valid Values: A comma separated list of valid voicemail box types: personal and public
Changes Take Effect: At the next change of the counter that tracks the number of voicemail messages.

Specifies the types of voicemail boxes that will be included in the count of unread voicemail messages in the Main Window. The value `personal` refers to the voicemail box that is identified as the personal voicemail box of the agent. The value `public` refers to group voicemail boxes to which the agent has access.

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warm-standby.reconnection-random-delay-range

Default Value: 2
Valid Values: Any positive integer.
Changes Take Effect: When the application is started or restarted
Introduced: 8.5.106.19

Specifies the range of the delay, from 0 to the number of seconds specified by the value, before Workspace attempts to reconnect to the last opened endpoint after disconnection.

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warm-standby.retry-delay

Default Value: 10
Valid Values: Any positive integer.
Changes Take Effect: When the application is started or restarted
Introduced: 8.5.106.19
Related Options: warm-standby.retry-delay

Specifies the delay, in seconds, that is applied after connections to all endpoints have been checked and failed, and before the next iteration is started. This parameter can be overridden as follows:

- In the Primary/Backup connection case, the Reconnect Timeout parameter of the Primary server is used.

- In the connection without backup case, this parameter could be defined by the `warm-standby.retry-delay` option in the `interaction-workspace` section of the application to which Workspace is connected.

- In the Cluster Connection case, this parameter could be defined by the `warm-standby.retry-delay` option in the `interaction-workspace` section of the cluster application to which Workspace is connected.

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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 Overriding Options by Using a Routing Strategy.

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webcallback.auto-answer.enable-reject

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.
Dependencies: webcallback.auto-answer, webcallback.auto-answer.timer
Introduced: 8.5.105.12

Specifies whether the **Reject** button is available in the interaction notification when the value of `webcallback.auto-answer` is set to `true` and the value of `webcallback.auto-answer.timer` is greater than 0. The privilege to reject interactions must be granted. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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webcallback.auto-answer.timer

Default Value: 0
Valid Values: Any integer greater than or equal to 0.
Changes Take Effect: At the next interaction.
Dependencies: webcallback.auto-answer
Introduced: 8.5.105.12

Specifies the time, in seconds, after which an incoming interaction is automatically answered if the value of `webcallback.auto-answer` is set to `true`. If the value 0 is specified, interactions are immediately auto-answered. If any positive integer value is specified, then an interaction notification is displayed to the agent and a timer counts down the seconds until the interactions is auto-answered. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

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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 Overriding Options by Using a Routing Strategy.

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.

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

webcallback.callback-information.frame-color

Default Value: #FF17849D
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.

Specifies the background color of the Callback Information view header 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 Overriding Options by Using a Routing Strategy.

webcallback.callback-information.header-foreground-color

Default Value: #FFFFFFFF
Valid Values: The hexadecimal Alpha (from '00' for fully transparent color to 'FF' for regular plain color) followed by the RGB hexadecimal color code (3 values in the '00'-'FF' range).
Changes Take Effect: At the next interaction.

Specifies the color of the foreground of the Callback Information view frame of Web Callback interactions. Example #FFFFFFFF for white color. This option can be overridden by a routing strategy, as described in Overriding Options by Using a Routing Strategy.

webcallback.complete-queue

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

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent marks one as processed.

webcallback.park-queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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.

webcallback.reschedule-queue

Default Value:
Valid Values: Name of a valid Script object of type InteractionQueue
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.

webcallback.ringing-bell

Default Value: Sounds\Ring.mp3|10|-1|primary
Valid Values: All special characters that are valid Windows file path, '|' separator and numeric values.
Changes Take Effect: At the next interaction.
Related Options: application.secondary-audio-out-device

Specifies the path of the sound file that is played when Web Callback interaction is delivered to the agent. For example: "Sounds\Ring.mp3|10|-1|primary" The value has four components that are separated by the character '|':

1. The file name and folder relative to the application folder. In some virtual desktop environments, MP3 and other sound file formats cannot be rendered by Direct Show filters. In this scenario, use Direct Show compatible formats such as `.wav`.

2. The priority. The higher the integer the higher the priority.

3. The duration:

   a. `-1` means plays and repeats until an explicit message stops it. For example, the `established` event stops the ringing sound.

   b. `0` means play the whole sound one time.

   c. An integer > `0` means a time, in milliseconds, to play and repeat the sound.

4. Specify whether tones are played on the default audio device, a secondary audio device, or both. If no value is specified for this flag, the value `|primary` is used by default.

   - `primary`—Play the sound on the default audio output device

   - `secondary`—Play the sound on the secondary audio device, as defined by the `application.secondary-audio-out-device` configuration option

   - `both`—Play the sound on the default and secondary (`application.secondary-audio-out-device` configuration option) audio devices

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 email 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 email.

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workbin.email.draft.displayed-columns

Default Value: To,Subject,Submitted
Valid Values: A comma-separated list of Interaction Server interaction properties, for example: 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 email 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 email for later processing, after an agent explicitly saved the email or submitted an outbound reply.

workbin.email.in-progress.displayed-columns

Default Value: From,Subject,Received
Valid Values: 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 email interactions.

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.**Default Value:**
Valid Values: The name of a valid Script object of type Interaction Workbin, that is owned by Agents.
Changes Take Effect: When the application is started or restarted.

The name of the workbin to be used to store In-Progress workitems of the specified media type.

workbin.<media_type>.in-progress.displayed-columns

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

The list of interaction fields that are displayed as columns of the workbin that stores In Progress workitems of specified media type.**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.

workbin.<media-type>.<nick-name>.notify-property-changed

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

Introduced: 8.5.122.08
Related Options: notify-workbin-userdata-changed

Specifies whether Workspace should register for key-value pair updates of interactions stored in this workbin. It is recommended not to enable this kind of update registration on a workbin that contains a large number of interactions and is accessed by a large number of agents.

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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.

Note: Genesys recommends that you do not assign the same script name to two distinct media-type/workbin-nickname pairs. Using uniquely named scripts ensures a consistent application of advanced options defined for this media-type/workbin-nickname pair.

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workbin.<media-type>.<workbin-nickname>.auto-update

Default Value: true
Valid Values: true or false
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.110.13

Specifies whether the content of the designated workbin is automatically updated on any content change. If the value of this option is set to `true`, search results are updated in near real-time. If the value of this option is set to `false`, agents must click a button to refresh search results.

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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>.<workbin-nickname>.max-results

Default Value: 50
Valid Values: Any integer greater than 0.
Changes Take Effect: At next workbin refresh.
Dependencies: workbin.<media-type>.<workbin-nickname>.auto-update
Introduced: Added: **8.5.110.13**

Specifies the maximum number of interactions returned by Interaction Server or Interaction Server Proxy when making a search query or a requesting the workbin content when the value of `workbin.<media-type>.<workbin-nickname>.auto-update` is set to `false`. This option requires Interaction Server 8.5.104.00 or higher.

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workbin.<media-type>.<workbin-nickname>.quick-search-attributes

Default Value:
Valid Values: A comma-separated list of Interaction Server interaction properties, for example: AssignedTo,FromAddress
Changes Take Effect: When the application is started or restarted.
Introduced: 8.5.110.13

Specifies the list of interaction properties that are used to build the Quick Search query against Interaction Server when the agent makes a quick search in this 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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