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Workspace Desktop Edition

Genesys Configuration Options Current

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Workspace Desktop Edition Options Reference

Welcome to the Options Reference for Genesys Workspace.

Important

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

This document describes the configuration options for the following components of Genesys Workspace:

- [Workspace Desktop Edition 8.5](#)
- [Interaction Workspace 8.1](#)

Workspace Desktop Edition

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 [KPI section](#), [Statistics section](#), and [Not Ready Reason Codes](#) objects are not included in this option reference.

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.

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

- [interaction-queue-presence](#)
- [interaction-workspace](#)
- [queue-presence](#)
- [routing-point-presence](#)
- [TServer](#)

Tip

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

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

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

Section	Option	Default	Changes Take Effect
interaction-queue-presence	<code>associated-object-ids</code>	No default value	When the application is started or restarted
interaction-queue-presence	<code>associated-statistic-type</code>	No default value	When the application is started or restarted
interaction-queue-presence	<code>error-level</code>	10	When the application is started or restarted.
interaction-queue-presence	<code>object-ids</code>	No default value	When the application is started or restarted
interaction-queue-presence	<code>statistic-name</code>		When the application is started or restarted.
interaction-queue-presence	<code>statistic-text</code>	interaction(s) waiting.	When the application is started or restarted.
interaction-queue-presence	<code>warning-level</code>	5	When the application is started or restarted.
interaction-workspace	<code><media-type>.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code><media-type>.auto-answer.enable-reject</code>	false	At the next interaction.
interaction-workspace	<code><media-type>.auto-answer.timer</code>	0	At the next interaction.
interaction-workspace	<code><media-type>.contact-history.enable-combine-interaction-with-current</code>	true	Immediately.
interaction-workspace	<code><media-type>.contact-history.enable-combine-ixn-with-current</code>	true	Immediately.
interaction-workspace	<code><media-type>.prompt-for-done</code>	false	At the next interaction.
interaction-workspace	<code><media-type>.pull-from-history-isenabled</code>	false	Immediately.
interaction-workspace	<code><media-type>.ringing-bell</code>	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code><media-type>.toast-information-key</code>	Subject	At the next interaction.
interaction-workspace	<code>accessibility.agent-state-change-bell</code>		At the next interaction.
interaction-workspace	<code>accessibility.disable-hyperlinks</code>	false	The next time an interaction containing a hyperlink is displayed.
interaction-workspace	<code>accessibility.focus-on-interaction-toast</code>	false	At the next interaction.
interaction-workspace	<code>accessibility.interaction-state-change-bell</code>		At the next interaction.
interaction-workspace	<code>accessibility.visual-</code>	false	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>impairment-profile</code>		started or restarted.
interaction-workspace	<code>accessibility.warning-message-bell</code>		At the next interaction.
interaction-workspace	<code>accessibility.<media-type>.focus-on-interaction-toast</code>	false	At the next interaction.
interaction-workspace	<code>active-recording.voice.recorder-uri</code>		At application restart.
interaction-workspace	<code>active-recording.voice.recording-type</code>	NETANN	At application restart.
interaction-workspace	<code>agent-status.enabled-actions-by-channel</code>	Ready,NotReady,NotReady	Removed,AfterCallWork,Dnd,Logon,LogOff
interaction-workspace	<code>agent-status.enabled-actions-global</code>	Ready,NotReady,NotReady	Removed,AfterCallWork,Dnd,Logon,LogOff
interaction-workspace	<code>agent-status.not-ready-reasons</code>		Immediately.
interaction-workspace	<code>alert.timeout</code>	10	When the application is started or restarted.
interaction-workspace	<code>application.available-layouts</code>	main-window	When the application is started or restarted.
interaction-workspace	<code>application.secondary-audio-out-device</code>	\$AllNonDefault\$	When the application is started or restarted.
interaction-workspace	<code>application.wiki-help-locale</code>		At next request to the online help.
interaction-workspace	<code>application.wiki-help-welcome-page</code>		At next request to on-line help.
interaction-workspace	<code>broadcast.color.high-priority</code>	#FF5E99FF	Immediately.
interaction-workspace	<code>broadcast.color.important-priority</code>	#FFE81100	Immediately.
interaction-workspace	<code>broadcast.color.low-priority</code>	#FF7EC0C2	Immediately.
interaction-workspace	<code>broadcast.color.minimal-priority</code>	#FFC7C7C7	Immediately.
interaction-workspace	<code>broadcast.color.normal-priority</code>	#FFC48C88	Immediately.
interaction-workspace	<code>broadcast.displayed-columns</code>	MessageTypeIcon,MessageType,Subject,Priority,Date,Topic	When the application is started or restarted.
interaction-workspace	<code>broadcast.dn</code>		When the application is started or restarted.
interaction-workspace	<code>broadcast.enable-removal</code>	all	At next access to a message.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>broadcast.enable-removal-priority</code>	Important	At next access to a message.
interaction-workspace	<code>broadcast.mark-read-timeout</code>	5	When the application is started or restarted.
interaction-workspace	<code>broadcast.message-content</code>	Subject,Sender,Priority,Date,Topic,Body	At next message.
interaction-workspace	<code>broadcast.preview-timeout</code>	10	At the next message.
interaction-workspace	<code>broadcast.sound.high-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.important-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.low-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.minimal-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.normal-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.subscribed.topics</code>	All,\$Agent,\$AgentGroups	When the application is started or restarted.
interaction-workspace	<code>broadcast.system-messages-auto-mark-read</code>	true	At next change of counter value.
interaction-workspace	<code>broadcast.toast-summary</code>	Sender, Priority,Subject,FewWords	At the next message.
interaction-workspace	<code>broadcast.value-business-attribute</code>		When the application is started or restarted.
interaction-workspace	<code>callback.callback-information.content</code>	DesiredTime, Type, Number, Instructions	At the next interaction.
interaction-workspace	<code>callback.callback-information.frame-color</code>	1. FF17849D	At the next interaction.
interaction-workspace	<code>callback.callback-information.header-foreground-color</code>	#FFFFFF	At the next interaction.
interaction-workspace	<code>callback.callback-types-business-attribute</code>		At the next interaction.
interaction-workspace	<code>callback.gms-url</code>		At next callback request.
interaction-workspace	<code>callback.ringing-bell</code>	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code>case-data.float-separator</code>		Immediately.
interaction-workspace	<code>channel-</code>	\$Window.Title\$	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	information.window-title		
interaction-workspace	chat.agent.prompt-color	#FF2E6599	Immediately.
interaction-workspace	chat.agent.text-color	#FF3D464D	Immediately.
interaction-workspace	chat.attachment-download-timeout	20	Immediately.
interaction-workspace	chat.auto-answer	false	At the next interaction.
interaction-workspace	chat.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	chat.auto-answer.timer	0	At the next interaction.
interaction-workspace	chat.auto-mark-done-non-owner-agent	false	Immediately
interaction-workspace	chat.auto-mark-done-non-owner-agent.timer	0	Immediately
interaction-workspace	chat.auto-mark-done-owner-agent	false	Immediately
interaction-workspace	chat.auto-mark-done-owner-agent.timer	0	Immediately
interaction-workspace	chat.client.prompt-color	#FFAF4F0B	Immediately.
interaction-workspace	chat.client.text-color	#FF3D464D	Immediately.
interaction-workspace	chat.emojis-business-attribute		At the next interaction.
interaction-workspace	chat.enable-auto-disconnect	true	At the next interaction.
interaction-workspace	chat.historical.maximum-age	0	At the next interaction.
interaction-workspace	chat.max-attachments-files	0	At the next interaction.
interaction-workspace	chat.max-attachments-size	0	At the next interaction.
interaction-workspace	chat.max-file-size	0	At the next interaction.
interaction-workspace	chat.new-message-bell		Immediately
interaction-workspace	chat.nickname	\$Agent.UserName\$	At the next interaction.
interaction-workspace	chat.on-hold-queue	No default value	At the next attempt to put a chat in a queue.
interaction-workspace	chat.other-agent.prompt-color	#FF295B00	Immediately.
interaction-workspace	chat.other-agent.text-color	#FF3D464D	Immediately.
interaction-workspace	chat.pending-response-to-customer	30,50	At the next interaction.
interaction-workspace	chat.pending-response-to-customer-bell		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	chat.prompt-for-end	false	At the next interaction.
interaction-workspace	chat.reconnect-attempts	5	At the next interaction.
interaction-workspace	chat.reconnect-timeout	10	At the next interaction.
interaction-workspace	chat.restricted-attachment-file-types		At the next interaction.
interaction-workspace	chat.rich-media-widget-width	300	At the next interaction.
interaction-workspace	chat.ringing-bell	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	chat.show-attachment-image-thumbnail	never	At the next interaction.
interaction-workspace	chat.show-unread-notification	true	At the next sent message.
interaction-workspace	chat.simple-transcript	false	At the next interaction.
interaction-workspace	chat.system.text-color	#FF8C8C8C	Immediately.
interaction-workspace	chat.time-stamp	true	Immediately.
interaction-workspace	chat.toast-information-key	Subject	At the next interaction.
interaction-workspace	chat.transcript-enable-history-filters	false	At the next interaction.
interaction-workspace	chat.transcript-message-text-direction	ltr	At the next interaction.
interaction-workspace	chat.typing-isenabled	true	At the next interaction.
interaction-workspace	chat.typing-timeout	10	At the next interaction.
interaction-workspace	chatserver.addp.local-timeout	0	At the next interaction.
interaction-workspace	chatserver.addp.remote-timeout	0	At the next interaction.
interaction-workspace	chatserver.addp.trace-mode	off	At the next interaction.
interaction-workspace	chatserver.ip-version	auto	At the next interaction.
interaction-workspace	chatserver.tls-mutual	false	When the application is started or restarted.
interaction-workspace	contact.all-interactions-default-time-filter-main	1W	When the application is started or restarted.
interaction-workspace	contact.all-interactions-displayed-columns	Status,Subject,StartDate,EndDate	When the application is started or restarted.
interaction-workspace	contact.all-interactions-displayed-columns-treeview	Status,Subject,StartDate	When the application is started or restarted.
interaction-workspace	contact.all-interactions-quick-search-attributes	Subject	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	contact.available-directory-page-sizes	5,10,25,50	When the application is started or restarted.
interaction-workspace	contact.cache-timeout-delay	600	When the application is started or restarted.
interaction-workspace	contact.date-search-types	On,OnOrAfter,Before,Between	When the application is started or restarted.
interaction-workspace	contact.default-directory-page-size	10	When the application is started or restarted.
interaction-workspace	contact.directory-advanced-default	LastName,PhoneNumber	When the application is started or restarted.
interaction-workspace	contact.directory-auto-append-star-to-search	true	
interaction-workspace	contact.directory-default-mode	ListView	Immediately.
interaction-workspace	contact.directory-displayed-columns	LastName,FirstName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	contact.directory-enabled-modes	ListView,GridView	When the application is started or restarted.
interaction-workspace	contact.directory-permissions.<ContactAttributeName>		At the next contact search.
interaction-workspace	contact.directory-search-attributes	LastName,FirstName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	contact.directory-search-types	begins-with,is	When the application is started or restarted.
interaction-workspace	contact.displayed-attributes	Title,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	contact.editable-attributes	\$All\$	When the application is started or restarted.
interaction-workspace	contact.history-advanced-default	Status,StartDate	When the application is started or restarted.
interaction-workspace	contact.history-auto-append-star-to-search	true	At the next search
interaction-workspace	contact.history-custom-attribute-values.<attribute-name>		When the application is started or restarted.
interaction-workspace	contact.history-custom-attributes-search-types	is	When the application is started or restarted.
interaction-workspace	contact.history-default-time-filter-main	1M	When the application is started or restarted, or at the next interaction.
interaction-workspace	contact.history-displayed-columns	Status,Subject,StartDate,EndDate,OwnerId	When the application is started or restarted.
interaction-workspace	contact.history-	Status,Subject,StartDate	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>displayed-columns-treeview</code>		started or restarted.
interaction-workspace	<code>contact.history.filters-<attribute></code>		At the next contact search.
interaction-workspace	<code>contact.history.highlight-current-interaction</code>	false	At the next interaction
interaction-workspace	<code>contact.history.media-filters</code>	voice,email,chat,sms	When the application is started or restarted.
interaction-workspace	<code>contact.history.quick-search-attributes</code>	Subject	When the application is started or restarted.
interaction-workspace	<code>contact.history.search-attribute-group.<group-name></code>		When the application is started or restarted.
interaction-workspace	<code>contact.history.search-attributes</code>	Status,StartDate,EndDate,Subject	When the application is started or restarted.
interaction-workspace	<code>contact.history.voice-detail-attributes</code>	Date>Contact,PhoneNumber,Duration	When the application is started or restarted.
interaction-workspace	<code>contact.last-called-agent.enable</code>	true	Immediately.
interaction-workspace	<code>contact.last-called-agent.<media-type>.enable</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.auto-assign-mode</code>	true	At the next interaction
interaction-workspace	<code>contact.lookup.enable</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.enable-create-contact</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.voice.use-dialed-phone-number</code>	false	When the application is started or restarted.
interaction-workspace	<code>contact.lookup.<media-type>.auto-assign-mode</code>	true	
interaction-workspace	<code>contact.lookup.<media-type>.enable</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.<media-type>.enable-create-contact</code>	true	Immediately.
interaction-workspace	<code>contact.mandatory-attributes</code>	FirstName,LastName	When the application is started or restarted.
interaction-workspace	<code>contact.metrics.enable-interactions-in-progress</code>	true	When the application is started or restarted.
interaction-workspace	<code>contact.metrics.time-frame-customer-notification</code>	1	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>contact.multi-value-attribute-display.<contact-attribute></code>	Value, Description	When the application is started or restarted.
interaction-workspace	<code>contact.multiple-value-attributes</code>	EmailAddress,PhoneNumber	When the application is started or restarted.
interaction-workspace	<code>contact.multiple-value-attributes-enable-default-description</code>	false	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-default-time-filter-main</code>	1W	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-displayed-columns</code>	Status,Subject,StartDate,EndDate	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-displayed-columns-treeview</code>	Status,Subject,StartDate	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-quick-search-attributes</code>	Subject	When the application is started or restarted.
interaction-workspace	<code>contact.threading-ucs-interaction.enable</code>	true	Immediately.
interaction-workspace	<code>contact.timeout-delay</code>	60	When the application is started or restarted.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-create</code>	true	Immediately.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-lookup</code>	true	Immediately.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.use-server-date</code>	false	When the application is started or restarted.
interaction-workspace	<code>dial-plan-rule-<name></code>		When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.auto-restore</code>	true	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.disable-login-errors</code>	false	When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.enabled</code>	false	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.eservices-random-delay-range</code>	5	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.eservices-site</code>	No default value	
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	disaster-recovery.peer-site	DRPeer	When the application is started or restarted
interaction-workspace	disaster-recovery.preferred-site	Preferred	When the application is started or restarted
interaction-workspace	disaster-recovery.restore-agent-state	true	When the application is started or restarted.
interaction-workspace	disaster-recovery.timeout	60	When the application is started or restarted
interaction-workspace	disaster-recovery.wait-for-sipphone-timeout	0	When the application is started or restarted
interaction-workspace	display-format.acd-queue.name	\$ACDQueue.AnnexValues \$ACDQueue.DictionaryValues \$ACDQueue	Immediately.
interaction-workspace	display-format.action-code.name	\$ActionCode.AnnexValues \$ActionCode.DictionaryValues \$ActionC	Immediately.
interaction-workspace	display-format.agent-group.name	\$AgentGroup.AnnexValues \$AgentGroup.DictionaryValues \$Agent	Immediately.
interaction-workspace	display-format.agent-name	\$Agent.FullNames \$Agent.UserName\$	Immediately.
interaction-workspace	display-format.business-attribute.name	\$BusinessAttribute.AnnexValues \$BusinessAttribute.DictionaryValu	Immediately.
interaction-workspace	display-format.caller-name	\$Contact.FirstNames \$Contact.LastNames \$Interaction.MainParty\$	Immediately.
interaction-workspace	display-format.case-name-format	\$Contact.FirstNames \$Contact.LastNames \$Interaction.MainParty\$	Immediately.
interaction-workspace	display-format.chat-agent-name	\$ChatAgent.FullNames \$ChatAgent.Username\$	Immediately.
interaction-workspace	display-format.chat-customer-name	\$Contact.FirstNames \$Contact.LastNames \$Party.DisplayName\$	Immediately.
interaction-workspace	display-format.contact-name	\$Contact.FullName\$	Immediately.
interaction-workspace	display-format.current-agent-name	\$Agent.FullNames \$Agent.UserName\$	Immediately.
interaction-workspace	display-format.customer-name-format	\$Contact.FirstNames \$Contact.LastNames \$Party.DisplayName\$	Immediately.
interaction-workspace	display-format.field.name	\$Field.AnnexValues \$Field.DictionaryValues \$Field.Names\$	Immediately.
interaction-workspace	display-format.folder.name	\$Folder.AnnexValues \$Folder.DictionaryValues \$Folder.Names\$	Immediately.
interaction-workspace	display-format.interaction-callback-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastNames \$Interaction.MainParty\$)	Immediately.
interaction-workspace	display-	\$Interaction.Type\$	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>format.interaction-chat-name</code>	(\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	
interaction-workspace	<code>display-format.interaction-email-name</code>	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	Immediately.
interaction-workspace	<code>display-format.interaction-im-name</code>	\$Interaction.Type\$ \$Interaction.MainParty\$	Immediately.
interaction-workspace	<code>display-format.interaction-outbound-pull-preview-name</code>	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	Immediately.
interaction-workspace	<code>display-format.interaction-outbound-push-preview-name</code>	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	Immediately.
interaction-workspace	<code>display-format.interaction-queue.name</code>	\$InteractionQueue.AnnexValue\$ \$InteractionQueue.DictionaryValue\$	When the application is started or restarted.
interaction-workspace	<code>display-format.interaction-sms-name</code>	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	Immediately.
interaction-workspace	<code>display-format.interaction-voice-name</code>	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	Immediately.
interaction-workspace	<code>display-format.interaction-workitem-name</code>	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	Immediately.
interaction-workspace	<code>display-format.outbound-record-name</code>	\$OutboundRecord.PhoneType\$ - \$OutboundRecord.PhoneNumber\$	At the next interaction.
interaction-workspace	<code>display-format.party-name-format</code>	\$Party.DisplayName\$	Immediately.
interaction-workspace	<code>display-format.routing-point.name</code>	\$RoutingPoint.AnnexValue\$ \$RoutingPoint.DictionaryValue\$ \$RoutingPoint.DisplayName\$	Immediately.
interaction-workspace	<code>display-format.skill.name</code>	\$Skill.AnnexValue\$ \$Skill.DictionaryValue\$ \$Skill.Name\$	Immediately.
interaction-workspace	<code>display-format.virtual-queue.name</code>	\$VirtualQueue.AnnexValue\$ \$VirtualQueue.DictionaryValue\$ \$VirtualQueue.DisplayName\$	Immediately.
interaction-workspace	<code>display-format.workbin.name</code>	\$Workbin.AnnexValue\$ \$Workbin.DictionaryValue\$ \$Workbin.DisplayName\$	Immediately.
interaction-workspace	<code>editor.font-size-units</code>	point	At the next interaction.
interaction-workspace	<code>editor.shortcuts.prefix</code>	#	Immediately
interaction-workspace	<code>editor.user-agent-http-header</code>	Mozilla/4.0 (compatible; MSIE 7.0)	At next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	email.attachment-download-timeout	20	Immediately.
interaction-workspace	email.auto-answer	false	At the next interaction.
interaction-workspace	email.auto-answer.enable-reject	false	At the next interaction
interaction-workspace	email.auto-answer.timer	0	At the next interaction.
interaction-workspace	email.can-change-text-direction	false	
interaction-workspace	email.default-queue		At the next interaction.
interaction-workspace	email.forward.enable-cc-addresses	false	At the next interaction.
interaction-workspace	email.forward.enable-instructions	false	At the next interaction.
interaction-workspace	email.forward.enable-multiple-to-addresses	false	At the next interaction.
interaction-workspace	email.forward-queue		Immediately.
interaction-workspace	email.from-addresses	\$EMAILSERVER\$	When the application is started or restarted.
interaction-workspace	email.from-addresses.force-default-on-reply	false	When the application is started or restarted.
interaction-workspace	email.html-format	true	At the next interaction.
interaction-workspace	email.include-original-text-in-reply	true	At the next interaction.
interaction-workspace	email.include-standard-response-subject-on-insert	false	At the next interaction.
interaction-workspace	email.inline-forward-prefix	Fwd:	Immediately.
interaction-workspace	email.inline-forward-queue		Immediately.
interaction-workspace	email.mandatory-subject	false	At next attempt to send an email.
interaction-workspace	email.max-attachments-size	0	At the next interaction.
interaction-workspace	email.move-inbound-to-in-progress-workbin-on-reply	false	At the next interaction.
interaction-workspace	email.outbound.copy-editable-case-data-in-inbound	false	At the next interaction.
interaction-workspace	email.outbound.editable-bcc-addresses	true	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	email.outbound.editable-cc-addresses	true	At the next interaction.
interaction-workspace	email.outbound.editable-to-addresses	true	At the next interaction.
interaction-workspace	email.outbound-queue		Immediately.
interaction-workspace	email.prompt-for-done	false	At the next interaction.
interaction-workspace	email.pull-from-history-isenabled	true	Immediately.
interaction-workspace	email.qa-review-dispositions-business-attribute		At the next interaction.
interaction-workspace	email.quote-char	>	Immediately.
interaction-workspace	email.quote-header	On <date>, <contact> wrote:	Immediately.
interaction-workspace	email.reply-copy-category-id	false	At the next interaction.
interaction-workspace	email.reply-format	auto	At the next interaction.
interaction-workspace	email.reply-prefix	Re:<SPACE>	Immediately.
interaction-workspace	email.resend-prefix	No default value	Immediately
interaction-workspace	email.restricted-attachment-file-types		At the next interaction.
interaction-workspace	email.ringing-bell	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	email.set-ownerid-on-send	true	At the next interaction.
interaction-workspace	email.signature		At the next interaction.
interaction-workspace	email.toast-information-key	Subject	At the next interaction.
interaction-workspace	eservices.disconnect-on-logout	false	When the application is started or restarted.
interaction-workspace	eservices.session-restore-mediatype	chat,email,sms	At the next interaction.
interaction-workspace	eservices.session-restore-timeout	0	At the next interaction.
interaction-workspace	expression.callable-phone-number	No default value	When the application is started or restarted
interaction-workspace	expression.email-address	\w+([-+.]\w+)*@\w+([-+.]\w+)*\.\w+([-+.]\w+)*	At the next interaction.
interaction-workspace	expression.outbound-campaign-phone-number	^[\\(\\)\\-\\.\\+\\d\\s*#]*[\\d]+[\\(\\)\\-\\.\\+\\d\\s*#/]*\$	At the next interaction.
interaction-workspace	expression.phone-number	(?:([+]?([\\d]{1,3})?:[]*)[\\-	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
		.)))]?([?([\d]{1,3})[\- /)]?(?:[]+ [\- .])?([\d]{5,})	
interaction-workspace	expression.phone-number.supported-characters	0123456789#*	At the next interaction.
interaction-workspace	expression.team-communicator-phone-number	^\(\)\-\.\+\d\ s*#*[\d]+[\(\)\-\.\+\d\ s*#/\]*\$	At the next use of Team Communicator.
interaction-workspace	expression.url	See description.	At the next interaction.
interaction-workspace	gadget-statistics.displayed-call-center-statistics		Immediately.
interaction-workspace	gadget-statistics.displayed-kpis		Immediately.
interaction-workspace	gadget-statistics.nb-tagged-stats-per-page	5	When the application is started or restarted.
interaction-workspace	gadget-statistics.show	true	When the application is started or restarted.
interaction-workspace	gadget.window-title	\$Window.Title\$	Immediately.
interaction-workspace	general.configuration-agent-collection-loading-method	read-objects	When the application is started or restarted.
interaction-workspace	general.configuration-business-attribute-cache-preload	No default value	When the application is started or restarted.
interaction-workspace	general.configuration-business-attribute-folder-cache-preload	No default value	When the application is started or restarted.
interaction-workspace	general.configuration-object-collection-cache-timeout	0	When the application is started or restarted.
interaction-workspace	general.configuration-transaction-cache-preload		When the application is started or restarted.
interaction-workspace	general.configuration-update-notification	All	When the application is started or restarted.
interaction-workspace	general.gad.attached-data	false	At the next interaction.
interaction-workspace	general.non-unicode-connection-encoding		When the application is started or restarted
interaction-workspace	general.writable-downloaded-attachment-file-types	No default value	At next attachment download.
interaction-workspace	gui.editor-zoom-range	100	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			started or restarted.
interaction-workspace	<code>gui.emoji-font-name</code>	Segoe UI	At the next interaction.
interaction-workspace	<code>gui.magnification-factor</code>	normal	When the application is started or restarted.
interaction-workspace	<code>gui.themes</code>	Default,HighContrast,Blue,Royale,Fancy	When the application is started or restarted.
interaction-workspace	<code>im.agent.prompt-color</code>	#FF2E6599	Immediately.
interaction-workspace	<code>im.agent.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>im.auto-answer</code>	false	When the application is started or restarted.
interaction-workspace	<code>im.new-message-bell</code>		Immediately
interaction-workspace	<code>im.other-agent.prompt-color</code>	#FF295B00	Immediately.
interaction-workspace	<code>im.other-agent.text-color</code>	#FF3D464D	Immediately.
interaction-workspace	<code>im.prompt-for-end</code>	false	At the next interaction.
interaction-workspace	<code>im.ringing-bell</code>	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code>im.simple-transcript</code>	false	Immediately
interaction-workspace	<code>im.system.text-color</code>	#FF8C8C8C	Immediately.
interaction-workspace	<code>im.time-stamp</code>	true	Immediately.
interaction-workspace	<code>im.toast-timeout</code>	10	At the next interaction.
interaction-workspace	<code>interaction.auto-focus</code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction.auto-focus.<media-type></code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.allows-floating-transparency</code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.detail-tooltip.max-height</code>	164	Immediately.
interaction-workspace	<code>interaction-bar.enable-quick-access</code>	true	When application is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-auto-open</code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-auto-open.<media-type></code>	true	When the application is started or restarted.
interaction-workspace	<code>interaction-bar.quick-access-modes</code>	Pinned,Floating	At the next interaction.
interaction-workspace	<code>interaction-bar.quick-access-modes.<media-type></code>	Pinned,Floating	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>interaction.case-data.content</code>	History,CaseData	At the next interaction.
interaction-workspace	<code>interaction.case-data.email.mandatory-actions</code>	Transfer, Forward	The next time an agent transfers and/or forwards an e-mail interaction.
interaction-workspace	<code>interaction.case-data.enable-url-preview</code>	false	At the next interaction.
interaction-workspace	<code>interaction.case-data.format-business-attribute</code>		At the next interaction
interaction-workspace	<code>interaction.case-data.frame-color</code>	#FF17849D	At the next interaction.
interaction-workspace	<code>interaction.case-data.header-foreground-color</code>	#FFFFFFF	At the next interaction.
interaction-workspace	<code>interaction.case-data.is-read-only-on-idle</code>	true	At the next interaction.
interaction-workspace	<code>interaction.case-data.<media-type>.mandatory-actions</code>		At the next interaction.
interaction-workspace	<code>interaction.consult-user-data</code>	public	Immediately.
interaction-workspace	<code>interaction.disposition.display-mode</code>	tree-view	When the application is started or restarted.
interaction-workspace	<code>interaction.disposition.email.mandatory-actions</code>		At the next interaction.
interaction-workspace	<code>interaction.disposition.is-mandatory</code>	false	Immediately.
interaction-workspace	<code>interaction.disposition.is-read-only-on-idle</code>	false	Immediately.
interaction-workspace	<code>interaction.disposition.key-name</code>	DispositionCode	Immediately.
interaction-workspace	<code>interaction.disposition.use-attached-data</code>	false	Immediately.
interaction-workspace	<code>interaction.disposition.use-connection-id</code>	true	Immediately.
interaction-workspace	<code>interaction.disposition.value-business-attribute</code>	DispositionCode	Immediately.
interaction-workspace	<code>interaction.disposition.<media-type>.mandatory-actions</code>		At the next interaction.
interaction-workspace	<code>interaction.evaluate-real-party-for-agent</code>	true	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	interaction.evaluate-real-party-for-agent.expression	.*	When the application is started or restarted.
interaction-workspace	interaction-management.available-interaction-page-sizes	5,10,25,50	When the application is started or restarted.
interaction-workspace	interaction-management.filters		When the application is started or restarted.
interaction-workspace	interaction-management.interactions-filter.displayed-columns	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	interaction-management.snapshot-timeout-delay	10	Immediately
interaction-workspace	interaction.override-option-key	IW_OverrideOptions	At the next interaction.
interaction-workspace	interaction.reject-route		At the next interaction.
interaction-workspace	interaction.unconditional-force-close	false	Immediately
interaction-workspace	interaction.window.popup-topmost-z-order	true	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'.
interaction-workspace	interaction.window.show-case-interaction-panel-button	true	At the next interaction.
interaction-workspace	interaction.window.show-in-taskbar	true	At the next interaction.
interaction-workspace	interaction.window-title	See the Description.	When the application is started or restarted.
interaction-workspace	interactions.window.allows-transparency-on-winos6	false	At the next interaction.
interaction-workspace	intercommunication.chat.conference.invite-timeout	30	At the next interaction.
interaction-workspace	intercommunication.chat.queue		At the next interaction.
interaction-workspace	intercommunication.chat.routing-based-actions		At the next interaction.
interaction-workspace	intercommunication.chat.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.email.queue		At the next interaction.
interaction-workspace	intercommunication.email.routing-based-actions		At the next interaction.
interaction-workspace	intercommunication.email.routing-		At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	based-targets		
interaction-workspace	intercommunication.im.routing-based-actions	MakeIM	When the application is started or restarted.
interaction-workspace	intercommunication.im.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.im.routing-points		At the next interaction.
interaction-workspace	intercommunication.sms.queue		At the next interaction.
interaction-workspace	intercommunication.sms.routing-based-actions	OneStepTransfer	At the next interaction.
interaction-workspace	intercommunication.sms.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.voice.routing-based-actions	MakeCall,OneStepConference,OneStepTransfer,Init	At the next interaction.
interaction-workspace	intercommunication.voice.routing-based-targets		At the next interaction.
interaction-workspace	intercommunication.voice.routing-points		At the next interaction.
interaction-workspace	intercommunication.voicemail.enabled-target-types	Agent,AgentGroup	Immediately
interaction-workspace	intercommunication.voicemail.routing-points	No default value	Immediately
interaction-workspace	intercommunication.<media-type>.queue		At the next interaction.
interaction-workspace	intercommunication.<media-type>.routing-based-actions		At the next interaction.
interaction-workspace	intercommunication.<media-type>.routing-based-targets		At the next interaction.
interaction-workspace	keyboard.hotkey.agent-not-ready		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.agent-not-ready-with-reason.<action-code>		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.agent-ready		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.decrease-microphone-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.decrease-speaker-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.hold-		When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	active-call		started or restarted.
interaction-workspace	keyboard.hotkey.increase-microphone-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.increase-speaker-volume-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.mute-microphone-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.mute-speaker-active-sip-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.release-active-call		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.toaster.accept		When the application is started or restarted.
interaction-workspace	keyboard.hotkey.toaster.decline		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.action.help	F1	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.campaign.get-record	Ctrl+Shift+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.contact.add-contact	Ctrl+A	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.contact.reset	Ctrl+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.contact.save	Ctrl+S	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.hamburger.open		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.add-attachments		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.conference		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.end		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.new	No default value	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.consult		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.add-attachments		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.interaction.email.cancelforward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.completeforward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.delete		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.forward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.inline-forward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.interim-send		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.print		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.put-back-to-origin-queue	Ctrl+Shift+B	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.reply	Ctrl+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.reply-all	Ctrl+Shift+A	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.save	Ctrl+S	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.save-in-workbin	Ctrl+Shift+W	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.send	Ctrl+Return	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.release	Ctrl+D	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.mark-done	Ctrl+E	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.call-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.cancel-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.mark-done-get-next	Ctrl+E	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.reject-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.pull-preview.mark-done		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.interaction.pull-preview.mark-done-get-next		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.sms.delete		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.sms.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.answer-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.hold-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.pause-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.reconnect-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.release-call	Ctrl+D	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.resume-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.resume-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.single-step-conference		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.single-step-transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.start-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.stop-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.webcallback.call-contact		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.webcallback.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.move-to-workbin		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.put-back-to-origin-queue		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.log	Ctrl+Alt+X	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.not-ready	Ctrl+Alt+N	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.not-ready	Ctrl+Alt+Z	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>ready-after-call-work</code>		started or restarted.
interaction-workspace	<code>keyboard.shortcut.state.ready</code>	Ctrl+Alt+R	When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.team-communicator.focus</code>	No default value	When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.chat.bargein</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.chat.stop-monitoring</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.stop-monitoring</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.bargein</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.coaching</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.monitor</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.stop-monitoring</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.toaster.action</code>	Ctrl+G	When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.toaster.default</code>	Ctrl+M	When the application is started or restarted.
interaction-workspace	<code>kpi.displayed-kpis</code>		Immediately.
interaction-workspace	<code>kpi.refresh-time</code>	10	When the application is started or restarted.
interaction-workspace	<code>kpi.show-agent-groups</code>	true	When the application is started or restarted.
interaction-workspace	<code>license.lrm-enabled</code>	false	When the application is started or restarted.
interaction-workspace	<code>log.default-filter-type</code>	Copy	Immediately.
interaction-workspace	<code>log.ESDK</code>	All	Immediately.
interaction-workspace	<code>log.expire</code>	10	Immediately.
interaction-workspace	<code>log.filter-data.<keyName></code>	Copy	Immediately.
interaction-workspace	<code>log.max-age</code>	10	When the application is started or restarted.
interaction-workspace	<code>log.PSDK</code>	Standard	Immediately.
interaction-workspace	<code>log.PSDK.SwitchPolicy</code>	Standard	Immediately.
interaction-workspace	<code>log.segment</code>	10MB	When the application is started or restarted.
interaction-workspace	<code>log.Trace</code>	\$Application.RootApplicationDataPath\InteractionWorkspace	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>log.verbose</code>	Trace	Immediately.
interaction-workspace	<code>login.available-place-groups</code>		When the application is started or restarted.
interaction-workspace	<code>login.chat.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.chat.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.chat.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.default-place</code>		When the application is started or restarted.
interaction-workspace	<code>login.email.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.email.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.email.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.enable-login-without-channel</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.enable-place-completion</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.enable-same-agent-place</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.im.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.im.available-queues</code>	ACDQueue	When the application is started or restarted.
interaction-workspace	<code>login.im.can-unactivate-channel</code>	false	When the application is started or restarted
interaction-workspace	<code>login.im.is-auto-ready</code>	false	When the application is started or restarted
interaction-workspace	<code>login.im.prompt-agent-login-id</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.im.prompt-dn-password</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.im.prompt-queue</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.place-location-source</code>	standard	When the application is started or restarted.
interaction-workspace	<code>login.place-selection-type</code>	Place	When the application is started or restarted.
interaction-workspace	<code>login.place-state-timeout</code>	30	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	login.prompt-place	false	When the application is started or restarted.
interaction-workspace	login.sip-cluster.phone-number		When the application is started or restarted.
interaction-workspace	login.sip-cluster.store-recent-phone-number	true	When the application is started or restarted.
interaction-workspace	login.sms.auto-not-ready-reason		When the application is started or restarted
interaction-workspace	login.sms.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.sms.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	login.store-recent-place	true	When the application is started or restarted.
interaction-workspace	login.store-username	true	When the application is started or restarted.
interaction-workspace	login.voice.auto-not-ready-reason		When the application is started or restarted
interaction-workspace	login.voice.available-queues	ACDQueue	When the application is started or restarted.
interaction-workspace	login.voice.can-unactivate-channel	false	When the application is started or restarted
interaction-workspace	login.voice.force-relogin	false	When the application is started or restarted
interaction-workspace	login.voice.is-auto-ready	false	When the application is started or restarted
interaction-workspace	login.voice.prompt-agent-login-id	false	At the next interaction
interaction-workspace	login.voice.prompt-dn-less-phone-number	false	When the application is started or restarted.
interaction-workspace	login.voice.prompt-dn-password	false	When the application is started or restarted.
interaction-workspace	login.voice.prompt-queue	true	When the application is started or restarted.
interaction-workspace	login.voice.restore-dn-less-phone-number-on-logout	true	When the application is started or restarted
interaction-workspace	login.voice.use-dn-less-login-extension	false	At next voice channel login.
interaction-workspace	login.webcallback.auto-not-ready-reason		When the application is started or restarted
interaction-workspace	login.webcallback.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.webcallback.is-	false	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	auto-ready		started or restarted.
interaction-workspace	login.workmode	unknown	When the application is started or restarted or if the agent changes place.
interaction-workspace	login.<media-type>.auto-not-ready-reason	false	When the application is started or restarted.
interaction-workspace	login.<media-type>.can-unactivate-channel	false	When the application is started or restarted.
interaction-workspace	login.<media-type>.is-auto-ready	false	When the application is started or restarted.
interaction-workspace	logout.enable-exit-on-logout-error	true	When the application is started or restarted.
interaction-workspace	logout.voice.use-login-queue-on-logout	true	When the application is started or restarted.
interaction-workspace	main-window.auto-hide-display-delay	0	At the next interaction.
interaction-workspace	main-window.bypass-auto-hide-conditions	false	When the application is started or restarted.
interaction-workspace	main-window.window-title	\$Window.Title\$	Immediately.
interaction-workspace	openmedia.bundle.sms	sms,smsession	When the application is started or restarted.
interaction-workspace	openmedia.workitem-channels		When the application is started or restarted.
interaction-workspace	options.clean-up-former-record-location	false	When the application is started or restarted.
interaction-workspace	options.record-location		When the application is started or restarted.
interaction-workspace	options.record-option-locally-only	false	When the application is started or restarted.
interaction-workspace	outbound.assured-connection.allow-release-engaging-call-timeout	-1	When the application is started or restarted.
interaction-workspace	outbound.call-result-automatically-selected		At the next interaction.
interaction-workspace	outbound.call-result-is-mandatory	false	Immediately.
interaction-workspace	outbound.call-result-values	Answered,AnsweringMachine,Busy,NotAnswering	At the next interaction.
interaction-workspace	outbound-callback.ringing-bell	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>outbound.callback-types</code>	personal,campaign	At the next interaction.
interaction-workspace	<code>outbound.campaign-stale-timeout</code>	0	When the application is started or restarted.
interaction-workspace	<code>outbound.complete-record-before-transfer</code>	false	At the next transfer attempt.
interaction-workspace	<code>outbound.fields.float-separator-in-db</code>		Immediately.
interaction-workspace	<code>outbound.load-at-startup</code>	false	When the application is started or restarted.
interaction-workspace	<code>outbound.push-preview.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code>outbound.push-preview.auto-answer.enable-reject</code>	false	At the next interaction.
interaction-workspace	<code>outbound.push-preview.auto-answer.timer</code>	0	At the next interaction.
interaction-workspace	<code>outbound.push-preview.media-types</code>	outboundpreview	When the application is started or restarted.
interaction-workspace	<code>outbound.push-preview.use-combined-channel</code>	true	When the application is started or restarted.
interaction-workspace	<code>outbound.record-information.frame-color</code>	#FF17849D	At the next interaction.
interaction-workspace	<code>outbound.record-information.header-foreground-color</code>	#FFFFFF	At the next interaction.
interaction-workspace	<code>outbound.reschedule-inherit-parent-availability-interval</code>	false	When the application is started or restarted.
interaction-workspace	<code>outbound.sound.campaign-updated</code>		At the next interaction.
interaction-workspace	<code>outbound.timed-preview-auto-dial</code>	-1	At the next interaction.
interaction-workspace	<code>outbound.treatment-mode</code>	none	Immediately.
interaction-workspace	<code>presence.evaluate-presence</code>	true	When the application is started or restarted.
interaction-workspace	<code>printing.use-print-preview</code>	true	Immediately.
interaction-workspace	<code>reporting.case.report-case-in-focus-duration</code>	false	When the application is started or restarted.
interaction-workspace	<code>screen-recording.client.address</code>		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>screen-recording.client.max-attempts</code>	5	When the application is started or restarted.
interaction-workspace	<code>screen-recording.client.ping-interval</code>	10000	When the application is started or restarted.
interaction-workspace	<code>screen-recording.client.port</code>	443	When the application is started or restarted.
interaction-workspace	<code>screen-recording.client.secure-connection</code>	true	When the application is started or restarted.
interaction-workspace	<code>screen-recording.htcc.peer_uri</code>		When the application is started or restarted.
interaction-workspace	<code>screen-recording.htcc.uri</code>		When the application is started or restarted.
interaction-workspace	<code>security.client-authentication-certificate-search-value</code>	A string value or one of the supported field codes, Workspace uses to select a certificate.	When the application is started or restarted.
interaction-workspace	<code>security.disable-rbac</code>	false	When the application is started or restarted.
interaction-workspace	<code>security.enable-debug-information</code>	false	Immediately.
interaction-workspace	<code>security.inactivity-force-not-ready-state</code>	false	When the application is started or restarted.
interaction-workspace	<code>security.inactivity-not-ready-reason</code>		When the application is started or restarted.
interaction-workspace	<code>security.inactivity-set-agent-not-ready</code>	true	When the application is started or restarted.
interaction-workspace	<code>security.inactivity-timeout</code>	0	When the application is started or restarted.
interaction-workspace	<code>security.session-lock-force-not-ready-state</code>	false	When the application is started or restarted.
interaction-workspace	<code>security.session-lock-not-ready-reason</code>	No default value	When the application is started or restarted.
interaction-workspace	<code>security.session-lock-set-agent-not-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>sip-cluster.data-center-locations</code>		When the application is started or restarted.
interaction-workspace	<code>sip-cluster.reconnect-timeout</code>	10	Immediately.
interaction-workspace	<code>sipendpoint.authenticate-with-dn-password</code>	false	At next Log Off operation or at next login.
interaction-workspace	<code>sipendpoint.codecs.g729/</code>	annexb=yes	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	8000.fmtp		started or restarted.
interaction-workspace	sipendpoint.codecs.h264.fmtp	profile-level-id=420028	When the application is started or restarted.
interaction-workspace	sipendpoint.core-deadlock-detection-delay	12500	When the application is started or restarted.
interaction-workspace	sipendpoint.enable-ipv6	auto	When the application is started or restarted.
interaction-workspace	sipendpoint.exit-on-voice-logoff	false	At next Log Off operation or at next login.
interaction-workspace	sipendpoint.headset-enforce-configured-usage	false	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-replugged-set-ready	true	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged.not-ready-reason		When the application is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged-set-not-ready	true	When the application is started or restarted.
interaction-workspace	sipendpoint.init-attempt-nb	10	When the application is started or restarted.
interaction-workspace	sipendpoint.init-attempt-timer	1	When the application is started or restarted.
interaction-workspace	sipendpoint.ip-version	auto	When the application is started or restarted.
interaction-workspace	sipendpoint.log.expire	10	When the application is started or restarted.
interaction-workspace	sipendpoint.log.segment	10MB	When the application is started or restarted.
interaction-workspace	sipendpoint.log.verbose	Trace	When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.audio_in_device		When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.audio_out_device		When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.capture_device		When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.headset_name		When the application is started or restarted.
interaction-workspace	sipendpoint.policy.device.use_headset	1	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.policy.endpointtimer_device_release</code>	200	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_include_mac_address</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_multiple_addresses</code>	Empty string which is fully equivalent to the \$auto value.	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_top_inactivity_timeout</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_port_max</code>	9999	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_port_min</code>	9000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_udp_port_max</code>	5080	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_udp_port_min</code>	5060	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_tcp_port_max</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_tcp_port_min</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_audio_max_bitrate</code>	1000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.endpointtimer_webrtc_audio_layer</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_agc_mode</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_auto_accept_video</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_auto_answer</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_dtmf_method</code>	rfc2833	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_dtx_mode</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_echo_control</code>	0	Immediately.
interaction-workspace	<code>sipendpoint.policy.session.timer_noise_suppression</code>	0	Immediately.
interaction-workspace	<code>sipendpoint.policy.session.timer_reject_session_when_headset_na</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_ringback_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.timer_ringback_file</code>		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.policy.session.no_agc_mode</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.sip_code_when_headset_na</code>	480	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.policy.session.voip_level</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.domain</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.ice_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.stun_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.stun_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_password</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_relay_type</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.nat.turn_user_name</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.reg_interval</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.reg_match_received_rport</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.reg_timeout</code>	1800	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.domain</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.domain</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.ice_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.stun_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.stun_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_password</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_relay_type</code>	0	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_server</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_server_port</code>	3478	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.nat.turn_user_name</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.sip_log_interval</code>	30	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.sip_log_match_received_report</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.sip_log_timeout</code>	1800	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.retain-volume-settings-between-sessions</code>	false	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-address</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-address.peer</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-port</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-port.peer</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.certificate-search-value</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.port</code>	8000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.protocol</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.security-level</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.subject-criteria</code>		At next application start.
interaction-workspace	<code>sipendpoint.standalone.subject-matching-properties</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.vdi-detection-model</code>	auto	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.standalone.vdi-detection-use-dns</code>	true	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.enable_logging</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.log_filter</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.log_level</code>	0	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			started or restarted.
interaction-workspace	sipendpoint.system.diagnostics.log_options_provider	gsip=2, webrtc=(warning)	When the application is started or restarted.
interaction-workspace	sipendpoint.system.security.cert_file		When the application is started or restarted.
interaction-workspace	sipendpoint.system.security.tls_enabled	0	When the application is started or restarted.
interaction-workspace	sipendpoint.system.security.optional	0	When the application is started or restarted.
interaction-workspace	sipendpoint.transport-protocol	UDP	When the application is started or restarted.
interaction-workspace	sipendpoint.video.always-on-top	true	When the application is started or restarted.
interaction-workspace	sipendpoint.video.auto-activate	true	When the application is started or restarted.
interaction-workspace	sipendpoint.video.camera-frame-rate	30	When the application is started or restarted.
interaction-workspace	sipendpoint.video.camera-frame-size	352x288	When the application is started or restarted.
interaction-workspace	sipendpoint.video.camera-render-format	6	When the application is started or restarted.
interaction-workspace	sipendpoint.video.thumbnail-ratio	0.25	When the application is started or restarted.
interaction-workspace	sms.agent.prompt-color	#FF2E6599	Immediately.
interaction-workspace	sms.agent.text-color	#FF3D464D	Immediately.
interaction-workspace	sms.auto-answer	false	At the next interaction.
interaction-workspace	sms.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	sms.auto-answer.timer	0	At the next interaction.
interaction-workspace	sms.client.prompt-color	#FFAF4F0B	Immediately.
interaction-workspace	sms.client.text-color	#FF3D464D	Immediately.
interaction-workspace	sms.default-queue		At the next interaction.
interaction-workspace	sms.from-numbers-business-attribute		At the next interaction.
interaction-workspace	sms.max-message-number	8	At the next interaction.
interaction-workspace	sms.other-agent.prompt-color	#FF295B00	Immediately.
interaction-workspace	sms.other-agent.text-color	#FF3D464D	Immediately.
interaction-workspace	sms.outbound-queue		Immediately.
interaction-workspace	sms.prompt-for-done	false	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sms.ringing-bell</code>	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	<code>sms.simple-transcript</code>	false	Immediately
interaction-workspace	<code>sms.subject-max-chars</code>	25	At the next interaction.
interaction-workspace	<code>sms.system.text-color</code>	#FF8C8C8C	Immediately
interaction-workspace	<code>sms.time-stamp</code>	true	Immediately.
interaction-workspace	<code>sms.transcript-enable-history-filters</code>	false	At the next interaction.
interaction-workspace	<code>sms.transcript-time-frame</code>	24	At the next interaction.
interaction-workspace	<code>sounds.preloadfiles</code>	Sounds\ Ring.mp3	When the application is started or restarted..
interaction-workspace	<code>spellchecker.chat.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.corporate-dictionary</code>		When the application is started or restarted.
interaction-workspace	<code>spellchecker.corporate-dictionary-file</code>		When the application is started or restarted.
interaction-workspace	<code>spellchecker.email.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.im.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.sms.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>spellchecker.<media-type>.prompt-on-send</code>	false	At the next interaction.
interaction-workspace	<code>standard-response.auto-append-star-to-search</code>	true	At the next search.
interaction-workspace	<code>standard-response.categories</code>	\$All\$	At the next interaction.
interaction-workspace	<code>standard-response.default-search-type</code>	AnyKeyword	At the next interaction.
interaction-workspace	<code>standard-response.enable-usage-feedback</code>	true	At the next interaction.
interaction-workspace	<code>standard-response.field.<CustomFieldCode></code>		At the next interaction.
interaction-workspace	<code>standard-response.languages</code>	\$All\$	At the next interaction.
interaction-workspace	<code>standard-response.shortcuts.<keyword></code>	No default value	At the next interaction.
interaction-workspace	<code>standard-</code>	50	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>response.suggested-responses-min-relevancy</code>		
interaction-workspace	<code>statistics.displayed-statistics</code>		Immediately.
interaction-workspace	<code>statistics.queues</code>		Immediately.
interaction-workspace	<code>statistics.refresh-time</code>	10	When the application is started or restarted.
interaction-workspace	<code>statistics.routing-points</code>		Immediately.
interaction-workspace	<code>system-tray.tooltip</code>	\$Application.Title\$	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.add-recent-filters.voice</code>		At next interaction event.
interaction-workspace	<code>teamcommunicator.always-clear-textbox-on-new-interaction</code>	true	Immediately.
interaction-workspace	<code>teamcommunicator.contact-favorite-fields</code>	Category,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites</code>		When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites-file</code>		When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.custom-favorite-fields</code>	Category,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.interaction-queue-presence-metrics</code>	interaction-queue-presence	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.internal-favorite-fields</code>	Category,DisplayName	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.list-filter-showing</code>	Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue,Cont	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.list-status-reachable</code>	NotReady	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.load-at-startup</code>	true	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.max-favorites-size</code>	50	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.max-suggestion-size</code>	10	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.queue-presence-metrics</code>	queue-presence	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.recent-max-records</code>	10	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.request-start-timer</code>	300	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	teamcommunicator.routing-point-presence-metrics	routing-point-presence	When the application is started or restarted.
interaction-workspace	teamlead.agent-status.enabled-agent-group-security-mode	true	At next agent search.
interaction-workspace	teamlead.agent-status.enabled-remote-actions	Ready, NotReady, LogOff	At the next agent search.
interaction-workspace	teamlead.monitoring-scope	call	Immediately.
interaction-workspace	toast.case-data.content	History,CaseData	At the next interaction.
interaction-workspace	toast.case-data.format-business-attribute		At the next interaction
interaction-workspace	toast.window-title	(\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$) - \$Window.Title\$	
interaction-workspace	views.CaseContactRegion.activate-order	InteractionContactInformationView,InteractionContactHistoryView	When the views are instantiated.
interaction-workspace	views.CaseContactRegion.order	InteractionContactInformationView,InteractionContactHistoryView	When the views are instantiated.
interaction-workspace	views.CaseViewSideButtonRegistration	InteractionContainerSideButtonView,SRISideButtonView	When the views are instantiated.
interaction-workspace	views.ContactInfoHistoryMultiRegion.activate-order	ContactInformationView,ContactHistoryView	When the views are instantiated.
interaction-workspace	views.ContactInfoHistoryMultiRegion.order	ContactInformationView,ContactHistoryView	When the views are instantiated.
interaction-workspace	views.ContactTabBottomHistoryMultiRegion.activate-order	ContactDetailView,ContactHistoryNotepadView,ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.ContactTabBottomHistoryMultiRegion.order	ContactDetailView,ContactHistoryNotepadView,ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.InteractionDetailsRegion.activate-order	NotepadVoiceNotepadView,DispositionsView	When the views are instantiated.
interaction-workspace	views.InteractionDetailsRegion.order	DispositionsView,NotepadVoiceNotepadView	When the views are instantiated.
interaction-workspace	views.ToolbarWorkplaceRegion.activate-order	MyPlaceStatusView,myCampaignsListView,MyContactHistory,MySt	When the views are instantiated.
interaction-workspace	views.ToolbarWorkplaceRegion.order	MyPlaceStatusView,myCampaignsListView,MyContactHistory,MySt	When the views are instantiated.
interaction-workspace	views.ToolbarWorksheetButtonRegistration	MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView	When the views are instantiated.
interaction-workspace	views.WorkbinsTabBottomHistoryMultiRegion.activate-order	ContactDetailView,ContactHistoryNotepadView,ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.WorkbinsTabBottomHistoryMultiRegion.order	ContactDetailView,ContactHistoryNotepadView,ContactHistoryCase	When the views are instantiated.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	voice.after-call-work-extension	untimed	Immediately
interaction-workspace	voice.auto-answer	false	At the next interaction.
interaction-workspace	voice.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	voice.auto-answer.timer	0	At the next interaction.
interaction-workspace	voice.cancel-after-call-work-on-done	false	Immediately.
interaction-workspace	voice.complete-conference-requires-connected-consultation-call	false	At the next interaction.
interaction-workspace	voice.device-type	auto	When the application is started or restarted.
interaction-workspace	voice.dtmf-inactivity-typing-timeout	500	At the next interaction.
interaction-workspace	voice.enable-agent-reservation	false	When the application is started or restarted.
interaction-workspace	voice.enable-init-conference	false	At the next interaction.
interaction-workspace	voice.end-consultation-method	reconnect	At the next interaction.
interaction-workspace	voice.hold-indicator-timer	30,60	At the next interaction.
interaction-workspace	voice.hot-standby.backup-retry-delay	40	When the application is started or restarted.
interaction-workspace	voice.hybrid-switch-preference	No default value	When the application is started or restarted.
interaction-workspace	voice.mark-done-on-release	false	At the next interaction.
interaction-workspace	voice.nb-max-independent-calls	0	When the application is started or restarted.
interaction-workspace	voice.one-step-trsf-mode	default	When the application is started or restarted.
interaction-workspace	voice.prompt-for-end	false	At the next interaction.
interaction-workspace	voice.ringing-bell	Sounds\ Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	voice.show-hold-duration	false	At the next interaction.
interaction-workspace	voice.show-post-call-duration	false	At the next interaction.
interaction-workspace	voice.sip-preview-bell		At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	voicemail.access-number		When the application is started or restarted.
interaction-workspace	voicemail.notification-types	personal,public	At the next change of the counter that tracks the number of voicemail messages.
interaction-workspace	warm-standby.reconnection-random-delay-range	2	When the application is started or restarted
interaction-workspace	warm-standby.retry-delay	10	When the application is started or restarted
interaction-workspace	webcallback.auto-answer	false	At the next interaction.
interaction-workspace	webcallback.auto-answer.enable-reject	false	At the next interaction.
interaction-workspace	webcallback.auto-answer.timer	0	At the next interaction.
interaction-workspace	webcallback.auto-dial	false	At the next interaction.
interaction-workspace	webcallback.callback-information.content	Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime	
interaction-workspace	webcallback.callback-information.frame-color	#FF17849D	At the next interaction.
interaction-workspace	webcallback.callback-information.header-foreground-color	#FFFFFF	At the next interaction.
interaction-workspace	webcallback.complete-queue		Immediately.
interaction-workspace	webcallback.park-queue		Immediately.
interaction-workspace	webcallback.reschedule-queue		Immediately.
interaction-workspace	webcallback.ringing-bell	Sounds\Ring.mp3 10 -1 primary	At the next interaction.
interaction-workspace	webproxy.address		At the next interaction.
interaction-workspace	webproxy.password		At the next interaction.
interaction-workspace	webproxy.username		At the next interaction.
interaction-workspace	workbin.email.draft		When the application is started or restarted.
interaction-workspace	workbin.email.draft.displayed-columns	10,Subject,Submitted	When the application is started or restarted.
interaction-workspace	workbin.email.in-progress		When the application is started or restarted.
interaction-workspace	workbin.email.in-progress.displayed-columns	From,Subject,Received	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>workbin.<media-type>.<nickname>.notify-property-changed</code>	false	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname></code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.auto-update</code>	true	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.max-results</code>	50	At next workbin refresh.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.quick-search-attributes</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.in-progress.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	<code>workbin.<media_type>.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media_type>.in-progress.displayed-columns</code>	From, To, Subject, Received	When the application is started or restarted.
queue-presence	<code>associated-object-ids</code>	No default value	When the application is started or restarted
queue-presence	<code>associated-statistic-type</code>	No default value	When the application is started or restarted
queue-presence	<code>error-level</code>	10	When the application is started or restarted.
queue-presence	<code>object-ids</code>	No default value	When the application is started or restarted
queue-presence	<code>statistic-name</code>	CurrNumberWaitingCalls	When the application is started or restarted.
queue-presence	<code>statistic-text</code>	interaction(s) waiting.	When the application is started or restarted.
queue-presence	<code>warning-level</code>	5	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
routing-point-presence	associated-object-ids	No default value	When the application is started or restarted
routing-point-presence	associated-statistic-type	No default value	When the application is started or restarted
routing-point-presence	error-level	10	When the application is started or restarted.
routing-point-presence	object-ids	No default value	When the application is started or restarted
routing-point-presence	statistic-name	CurrNumberWaitingCalls	When the application is started or restarted.
routing-point-presence	statistic-text	interaction(s) waiting.	When the application is started or restarted.
routing-point-presence	warning-level	5	When the application is started or restarted.
TServer	multimedia	false	At the next interaction.
TServer	sip-signaling-chat	session	Immediately.
TServer	voice	true	At the next interaction.
Section	Option	Default	Changes Take Effect

interaction-workspace Section

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

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

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

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

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

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

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

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

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- 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.restricted-attachment-file-types
 - 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
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- 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
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- 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
 - 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	attachment-file-types	url-preview
<ul style="list-style-type: none"> • 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-timeout • general.configuration-transaction-cache-preload • general.configuration-update-notification • general.gad.attached-data • general.non-unicode-connection-encoding • general.writable-downloaded- 	<ul style="list-style-type: none"> • 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- 	<ul style="list-style-type: none"> • 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

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- `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`
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- keyboard.shortcut.interaction.webcallback.call-contact
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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.

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active-recording.voice.recording-type

Default Value: NETANN

Valid Values: NETANN or MSML

Changes Take Effect: At application restart.

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

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

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agent-status.enabled-actions-by-channel

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

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

Changes Take Effect: Immediately.

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

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agent-status.enabled-actions-global

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

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

Changes Take Effect: Immediately.

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

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agent-status.not-ready-reasons

Default Value:

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

Changes Take Effect: Immediately.

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

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alert.timeout

Default Value: 10

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

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

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

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application.available-layouts

Default Value: main-window

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 Workspace starts in the system tray.

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application.secondary-audio-out-device

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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broadcast.displayed-columns

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

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

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

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

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broadcast.dn

Default Value:

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

dn_name@switch

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

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

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broadcast.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

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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.

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broadcast.mark-read-timeout

Default Value: 5

Valid Values: from 0 to MAXINT

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

Specifies the duration, in seconds, that the broadcast message tooltip is displayed before the

message is marked as read. If the duration is 0, this feature is not applied; then, the message is not considered to be read until the agent selects it for reading.

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broadcast.message-content

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

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

Changes Take Effect: At the next message.

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

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broadcast.preview-timeout

Default Value: 10

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next message.

Defines the duration, in seconds, that the preview of the broadcast message is displayed in the Information area of the Main Window. The value 0 means the Preview is not displayed.

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broadcast.sound.high-priority

Default Value:

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

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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

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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

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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
-

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broadcast.subscribed.topics

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

Valid Values: A comma-separated list of string

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

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

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broadcast.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.

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broadcast.toast-summary

Default Value: Sender, Priority, Subject, FewWords

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

Changes Take Effect: At the next message.

Determines the attributes display in the broadcast message notification.

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broadcast.value-business-attribute

Default Value:

Valid Values: A valid Business Attribute name.

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

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

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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.

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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](#).

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callback.callback-information.header-foreground-color

Default Value: #FFFFFF

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 #FFFFFF 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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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.

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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.

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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.

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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.

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channel-information.window-title

Default Value: \$Window.Title\$

Valid Values:

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

Changes Take Effect: Immediately.

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

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chat.agent.prompt-color

Default Value: #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.

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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.

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chat.nickname

Default Value: \$Agent.UserName\$

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

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

Changes Take Effect: At the next interaction.

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

\$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.FullName\$, \$Agent.EmployeeId\$, \$AttachedData (Y: attached data key name). This option can be overridden by a routing strategy, as described in

[Overriding Options by Using a Routing Strategy](#).

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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](#).

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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.

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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.

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chat.prompt-for-end

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies if application prompts a confirmation message when a user clicks the 'end' button. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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chat.reconnect-attempts

Default Value: 5

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

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

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chat.reconnect-timeout

Default Value: 10

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

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

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chat.restricted-attachment-file-types

Default Value:

Valid Values: A comma-separated list of file extensions to be restricted.

Changes Take Effect: At the next interaction.

Introduced: 8.5.115.17

Specifies the list of file types (for example: exe, bat, and so on) that agents cannot attach to a chat interaction. An error message is displayed to the agent if the file type is restricted. The corresponding file does not appear in the attachment list.

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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.

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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.

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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.

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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](#).

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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.

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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.

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chat.time-stamp

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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chat.toast-information-key

Default Value: Subject

Valid Values:

Changes Take Effect: At the next interaction.

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

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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](#).

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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](#).

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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.

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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.

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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

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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

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contact.all-interactions-quick-search-attributes

Default Value: Subject

Valid Values: A comma-separated value list of valid interaction attribute names.

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.

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contact.available-directory-page-sizes

Default Value: 5,10,25,50

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

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

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

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contact.cache-timeout-delay

Default Value: 600

Valid Values: An integer from 1 through 3600.

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

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

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contact.date-search-types

Default Value: On,OnOrAfter,Before,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.

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contact.default-directory-page-size

Default Value: 10

Valid Values: An integer from 1 through 50.

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

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.

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contact.directory-search-attributes

Default Value: LastName,FirstName,PhoneNumber,EmailAddress

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

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

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

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contact.directory-search-types

Default Value: 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.

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contact.displayed-attributes

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

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

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

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

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contact.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.

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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).

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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.

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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.

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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.

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contact.history-default-time-filter-main

Default Value: 1M

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

Changes Take Effect: When the application is started or restarted, or at the next interaction.

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

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

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contact.history-displayed-columns

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

Valid Values: A comma-separated value list of contact history items to display in the Interaction 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.

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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'.

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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.

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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.

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contact.history-search-attributes

Default Value: Status,StartDate,EndDate,Subject

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

Changes Take Effect: When the 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.

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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.

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contact.last-called-agent.enable

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

When set to true, the the attributes LastCalledAgent_EmployeeID, LastCalledAgent_TimeStamp, LCA_EmplID_<interaction-media-type> and LCA_TimeStamp_<interaction-media-type> of the contact are set in contact profile when an interaction is presented to the Agent.

This option can be overridden by a routing strategy, as described in [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.

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

Default Value: true

Valid Values: true,false

Changes Take Effect: Immediately.

This option can be used as a template to 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.

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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.

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

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

This option can be overridden by a routing strategy, as described in [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.

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contact.mandatory-attributes

Default Value: FirstName,LastName

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

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

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

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contact.metrics.enable-interactions-in-progress

Default Value: true

Valid Values: true, false

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

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

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contact.metrics.time-frame-customer-notification

Default Value: 1

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

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

Specifies the search timeframe, in days, from which existing 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.

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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.

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contact.multiple-value-attributes

Default Value: EmailAddress,PhoneNumber

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

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

A list of contact attributes that can support multiple values.

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contact.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.

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contact.myhistory-default-time-filter-main

Default Value: 1W

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

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

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

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

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contact.myhistory-displayed-columns

Default Value: Status,Subject,StartDate,EndDate

Valid Values: A comma-separated value list of 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.

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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.

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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](#)

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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.

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contact.timeout-delay

Default Value: 60

Valid Values: An integer from 1 through 3600.

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

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

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

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

Activates the 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

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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](#).

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

Default Value: false

Valid Values: true, false

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

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

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

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

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dial-plan-rule-<name>

Default Value:

Valid Values: pattern => digit translation # comment

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

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

Sample:

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

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

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disaster-recovery.auto-restore

Default Value: true

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

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

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disaster-recovery.disable-login-errors

Default Value: false

Valid Values: true, false

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

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

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disaster-recovery.enabled

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

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.

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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.

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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](#).

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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.

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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.

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disaster-recovery.restore-agent-state

Default Value: true

Valid Values: true, false

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

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.

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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.

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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.

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display-format.acd-queue.name

Default Value:

`$ACDQueue.AnnexValue|$ACDQueue.DictionaryValue|$ACDQueue.Alias|$ACDQueue.Number@$ACDQueue.L`

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.Annex`

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.Annex`

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\$.

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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.

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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.Caseld\$, \$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.Caseld\$, \$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\$.

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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.FirstName\$

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.

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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.

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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:

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

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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.

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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.

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display-format.interaction-im-name

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

Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Interaction.Type$, $Interaction.CaseId$, $Interaction.MainParty$, $AttachedData.Y$` (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.

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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.

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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.

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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.DictionaryValue\$

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.AnnexValue\$

If all field codes are empty, the following field codes are used:

\$InteractionQueue.Media\$@\$InteractionQueue.Name\$.

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display-format.interaction-sms-name

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

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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.

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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.

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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.

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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](#).

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display-format.routing-point.name

Default Value:

`$RoutingPoint.AnnexValue|$RoutingPoint.DictionaryValue|$RoutingPoint.Alias|$RoutingPoint.Number@$RoutingPoint.Location$`

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

`$RoutingPoint.Number$, $RoutingPoint.Alias$, $RoutingPoint.Location$, $RoutingPoint.DictionaryValue$, $RoutingPoint.AnnexValue$`

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:

`$RoutingPoint.Number$, $RoutingPoint.Alias$, $RoutingPoint.Location$, $RoutingPoint.DictionaryValue$, $RoutingPoint.AnnexValue$`

If all field codes are empty, the following field codes are used:

`$RoutingPoint.Number@$RoutingPoint.Location$`.

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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.

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display-format.virtual-queue.name

Default Value:

`$VirtualQueue.AnnexValue|$VirtualQueue.DictionaryValue|$VirtualQueue.Alias|$VirtualQueue.Number@$VirtualQueue.Location$`

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

`$VirtualQueue.Number$`, `$VirtualQueue.Alias$`, `$VirtualQueue.Location$`, `$VirtualQueue.DictionaryValue$`, `$VirtualQueue.AnnexValue$`.

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:

`$VirtualQueue.Number$`, `$VirtualQueue.Alias$`, `$VirtualQueue.Location$`, `$VirtualQueue.DictionaryValue$`, `$VirtualQueue.AnnexValue$`.

If all field codes are empty, the following field codes are used:

`$VirtualQueue.Number@$VirtualQueue.Location$`.

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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.

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editor.font-size-units

Default Value: point

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

Changes Take Effect: At the next interaction.

Specifies whether points or pixels are used for the units of font size in the Rich Editor (HTML) view for email and other rich text/HTML based interactions.

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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.

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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.

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email.attachment-download-timeout

Default Value: 20

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

Changes Take Effect: Immediately.

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

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email.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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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.

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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.

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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.

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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.

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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.

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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](#).

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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).

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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.

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email.include-original-text-in-reply

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether the text of the original 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.

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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.

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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](#).

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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](#).

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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.

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email.reply-format

Default Value: auto

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

Changes Take Effect: At the next interaction.

Specifies the format of an outbound email reply.

- auto—Outbound email reply format is the same as corresponding inbound email.
- html—Outbound email reply format is forced to HTML.
- plain-text—Outbound email reply format is forced to plain text.

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email.reply-prefix

Default Value: Re:<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.

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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](#).

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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.

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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

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email.set-ownerid-on-send

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether the owner id of the interaction should be updated with the dbid of the agent when the email is sent. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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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](#).

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email.toast-information-key

Default Value: Subject

Valid Values: Any valid character string.

Changes Take Effect: At the next interaction.

Specifies whether the Information area is displayed in the 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](#).

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eservices.disconnect-on-logout

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.

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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.

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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?)\:\V|~|//)?(?:#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.

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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.

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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.

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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.

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gadget.window-title

Default Value: \$Window.Title\$

Valid Values:

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

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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-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.

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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.

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general.configuration-update-notification

Default Value: All

Valid Values: A comma-separated value list of one or more items that are to be notified: 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 ThisApplication is also supported. This value was introduced erroneously in Workspace 8.1.

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general.gad.attached-data

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether attached data 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

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general.non-unicode-connection-encoding

Default Value:

Valid Values: .Net Name of Code Page Identifier

Changes Take Effect: When the application is started or restarted

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](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.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.

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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.

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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.

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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](#).

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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.

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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.

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im.auto-answer

Default Value: false

Valid Values: true, false

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

Specify whether 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](#).

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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

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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.

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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.

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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](#).

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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

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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.

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im.system.text-color

Default Value: #FF8C8C
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.

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im.time-stamp

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

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

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im.toast-timeout

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

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

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interaction.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.

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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.

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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.

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interaction-bar.detail-tooltip.max-height

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

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

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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).

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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](#).

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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.

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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.

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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: #FFFFFF
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 #FFFFFF 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 interaction 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](#).

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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](#).

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interaction.disposition.use-connection-id

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

Specifies whether the connection id is sent as part of the user event that is sent for disposition code. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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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](#).

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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.

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interaction.evaluate-real-party-for-agent

Default Value: true

Valid Values: true, false

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

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.

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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}`".

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interaction-management.available-interaction-page-sizes

Default Value: 5,10,25,50

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

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

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

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interaction-management.filters

Default Value:

Valid Values: A comma-separated list of Filter names.

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

Defines the filters that are displayed to the supervisor for interaction management. The filter names refer to the names of the Application Option sections that are defining the Filters. Refer to the following topic for more information: [Creating Interaction Filters for Team Leads](#).

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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 is 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.

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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\$

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interactions.window.allows-transparency-on-winos6

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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intercommunication.chat.conference.invite-timeout

Default Value: 30

Valid Values: from 30 to MAXINT

Changes Take Effect: At the next interaction.

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

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intercommunication.chat.queue

Default Value:

Valid Values: Name of a valid Script object of type 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.

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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.

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intercommunication.chat.routing-based-targets

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

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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 Workspace:
IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedRequestType.

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intercommunication.email.routing-based-actions

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

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

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intercommunication.email.routing-based-targets

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

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intercommunication.im.routing-based-actions

Default Value: MakeIM

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

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

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

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intercommunication.im.routing-based-targets

Default Value:

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

Changes Take Effect: At the next interaction.

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.

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intercommunication.im.routing-points

Default Value:

Valid Values: A comma-separated list of call number names in the following format: \$dn_name@switch\$

Changes Take Effect: At the next interaction.

Specifies the call number that is used by the routing-based feature. The following attached data are added by Interaction Workspace: IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedActionType, IW_RoutingBasedRequestType, IW_RoutingBasedLocation

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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.

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intercommunication.sms.routing-based-actions

Default Value: OneStepTransfer

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

Changes Take Effect: At the next interaction.

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

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intercommunication.sms.routing-based-targets

Default Value:

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

Changes Take Effect: At the next interaction.

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.

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intercommunication.voice.routing-based-actions

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

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

Changes Take Effect: At the next interaction.

Specifies the list of routing-based actions that an agent may perform.

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intercommunication.voice.routing-based-targets

Default Value:

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

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intercommunication.voice.routing-points

Default Value:

Valid Values: A comma-separated list of call number names in the following format: \$dn_name@switch\$

Changes Take Effect: At the next interaction.

Specifies the call number that is used by the routing-based feature. The following attached data are added by Interaction Workspace: IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedActionType, IW_RoutingBasedRequestType, IW_RoutingBasedLocation

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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 Workspace:

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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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keyboard.shortcut.action.help

Default Value: F1

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, 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.

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keyboard.shortcut.campaign.get-record

Default Value: Ctrl+Shift+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 get a new campaign record. For example: F1, Ctrl+Alt+V, Ctrl+Shift+Alt+V.

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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.

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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.

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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.

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keyboard.shortcut.hamburger.open

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: 8.5.115.17

The combination of keys that can be used as a keyboard shortcut to open the Main Menu (Hamburger menu).

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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log.default-filter-type

Default Value: Copy

Valid Values: Select a value from the following list:

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

The filter 'custom-filter' enables you to define some KeyPrefix, KeyPost, ValuePrefix, ValuePost.

Example: log.default-filter-type: custom-filter,<,>,<#,#>

Changes Take Effect: Immediately.

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

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log.ESDK

Default Value: All

Valid Values: One value from this list: All, Debug, Trace, Interaction, Alarm

Changes Take Effect: Immediately.

Defines the level of logging for API ESDK.

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log.expire

Default Value: 10

Valid Values: An integer value from 1 through 100.

Changes Take Effect: Immediately.

Specifies if 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.

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log.filter-data.<keyName>

Default Value: Copy

Valid Values: Select a value from the following list:

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

The filter 'custom-filter' enables you to define KeyPrefix, KeyPost, ValuePrefix, and ValuePost.

Example: log.filter-data.Subject: custom-filter,>,<,>#,#<

Changes Take Effect: Immediately.

Defines the treatment of specific data in the log.
It overrides the general settings specified by the log.default-filter-type option.

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log.max-age

Default Value: 10

Valid Values: An integer value from 0 in days

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

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

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log.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.

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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.

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log.segment

Default Value: 10MB

Valid Values: \$number\$ KB or \$number\$ sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. \$number\$ MB sets the maximum segment size, in megabytes.

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

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

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log.Trace

Default Value: \$Application.RootApplicationData\$\log\InteractionWorkspace

Valid Values: A valid URL.

Changes Take Effect: Immediately.

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

```
?.%date{yyyyMMdd_HHmss_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).
```

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log.verbose

Default Value: Trace

Valid Values: Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None

Changes Take Effect: Immediately.

Defines the level of logging 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.

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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).

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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`.

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login.email.can-unactivate-channel

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

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

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login.email.is-auto-ready

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

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

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login.enable-login-without-channel

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

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

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login.enable-place-completion

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

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

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login.enable-same-agent-place

Default Value: true

Valid Values: true,false,prompt

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

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

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.

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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.

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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.

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login.im.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

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

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login.im.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

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

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login.im.prompt-agent-login-id

Default Value: false

Valid Values: true, false

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

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

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login.im.prompt-dn-password

Default Value: false

Valid Values: true, false

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

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

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login.im.prompt-queue

Default Value: false

Valid Values: true, false

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

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

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login.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
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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 `$Agent.DefaultPlace$`.

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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.

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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.

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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.

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login.voice.can-unactivate-channel

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: When the application is started or restarted

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

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login.voice.force-relogin

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: When the application is started or restarted

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

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login.voice.is-auto-ready

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

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

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login.voice.prompt-agent-login-id

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

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

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

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

Specifies whether a DN-less phone number is prompted for in the login window. This option can be defined in a **PlaceGroup** Object. This option is specific to SIP Server environments.

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login.voice.prompt-dn-password

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

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

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login.voice.prompt-queue

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

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

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login.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.

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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).

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login.webcallback.auto-not-ready-reason

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

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login.webcallback.can-unactivate-channel

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

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

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logout.enable-exit-on-logoff-error

Default Value: true

Valid Values: true,false,prompt

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

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

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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.

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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.

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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.

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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.

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options.record-option-locally-only

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

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

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outbound.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.

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outbound.call-result-automatically-selected

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

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outbound.call-result-is-mandatory

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

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)

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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

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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](#).

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outbound.campaign-stale-timeout

Default Value: 0

Valid Values: An integer value

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

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

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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.

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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.

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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.

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outbound.push-preview.use-combined-channel

Default Value: true

Valid Values: true,false

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

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

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outbound.record-information.frame-color

Default Value: #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](#).

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outbound.record-information.header-foreground-color

Default Value: #FFFFFF

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 #FFFFFF 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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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.

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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.

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presence.evaluate-presence

Default Value: true

Valid Values: true or false

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

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.

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printing.use-print-preview

Default Value: true

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

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

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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.

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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.

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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.

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security.client-authentication-certificate-search-value

Default Value: A string value or one of the supported field codes, Workspace uses to select a certificate.
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.
Introduced: 8.5.148.04

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 authentication to Configuration Server, this option should be present in the local `InteractionWorkspace.exe.config` configuration file.

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security.disable-rbac

Default Value: false

Valid Values: true, false

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

Disables role based access (RBAC). If this option is set to true, all the Workspace tasks are available to the agents. If this option is set to false, the list of agent tasks must be defined in Genesys Administrator.

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security.enable-debug-information

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately.

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: Immediately.

In SIP Cluster environment, specifies the duration, in seconds, between each attempt to reconnect to SIP Server (TController) and/or Stat Server in the case of a connection loss.

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sipendpoint.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.fmt

Default Value: annex=yes
Valid Values: annex=yes, annex=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.fmt

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.

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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.

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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.

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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.

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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.

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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.

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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'.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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).

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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.

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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.

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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.

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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.

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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.

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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.

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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).

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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`.

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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.

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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.

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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.

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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.

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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.

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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`.

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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.

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`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.

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`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"

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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)

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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

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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.

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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 (SDS) method to negotiate SRTP keys.

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sipendpoint.transport-protocol

Default Value: UDP

Valid Values: A value from the following list: UDP,TCP,TLS.

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

Specifies the transport protocol that is used by Workspace SIP Endpoint for SIP Communication. This option can be used with Interaction Workspace SIP Endpoint 8.0.204 and above.

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sipendpoint.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.

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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.

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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.

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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.

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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

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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.

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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.

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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.

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sms.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether a SMS interaction is automatically accepted and joined if necessary when a Interaction Server Invite event is received. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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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](#).

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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](#).

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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sms.prompt-for-done

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

Specifies if the application prompts a confirmation message when 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](#).

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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

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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.

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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.

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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.

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sms.time-stamp

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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sms.transcript-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.

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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.

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sounds.preloadfiles

Default Value: Sounds\Ring.mp3

Valid Values: A comma-separated list of valid Windows directory paths and file names. '|' 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

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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.

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spellchecker.corporate-dictionary

Default Value:
Valid Values: Comma-separated list of words
Changes Take Effect: When the application is started or restarted.

Specifies a comma-separated list of dictionary words that conform to the limitations of allowable characters in the configuration layer. Typically you would use this list to specify common words in your company, such as your company name or product name.

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spellchecker.corporate-dictionary-file

Default Value:
Valid Values: Absolute or relative path to a text file.
Changes Take Effect: When the application is started or restarted.

Specifies the name and the path to your corporate dictionary file. The path can be relative to the Workspace working directory (for example: `Dictionaries\CorporateDictionary.txt`) or an absolute path (for example: `C:\PathToDictionaries\CorporateDictionary.txt`). The file must consist of a list of words (one word per line) with ANSI, Unicode, UTF-8 encoding (any encoding accepted by Microsoft .NET).

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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.

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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.

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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.

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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.

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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.

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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](#).

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standard-response.default-search-type

Default Value: AnyKeyword

Valid Values: One of the following values: AnyKeyword, AllKeywords, or ExactText

Changes Take Effect: At the next interaction.

Specifies the default search type that is used to search for text in the Standard Response Library. If empty, the default search type is "AnyKeywords".

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standard-response.enable-usage-feedback

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether the usage information of the Standard Response Library is populated in the interaction record in [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](#).

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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.

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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.

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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.

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statistics.queues

Default Value:**Valid Values:** A comma-separated list of queue identifiers in the following format: (<queueNumber>@<switchName>)**Changes Take Effect:** Immediately.

Specifies the list of queues for which queue statistics are calculated. List of queues can be set through a variable: \$AGENT.LOGINQUEUES (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).

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statistics.refresh-time

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

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

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statistics.routing-points

Default Value:**Valid Values:** A comma-separated list of Routing Point identifiers in the following format: (<routingPointNumber>@<switchName>)**Changes Take Effect:** Immediately.

Specifies the list of routing points for which routing point statistics are calculated.

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system-tray.tooltip

Default Value: \$Application.Title\$**Valid Values:**

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

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

Defines the tooltip of the Workspace system tray icon by specifying a string that contains the following field codes: \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$. If all field codes are empty, the following field codes are used:\$Application.Title\$.

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teamcommunicator.add-recent-filters.voice

Default Value:**Valid Values:** A comma-separated list of interaction types taken from the following values: internal, external, consultation.**Changes Take Effect:** At next interaction event.

Specifies whether to store incoming interactions into the "Recent" buffer. By default, the Recent buffer stores only the actions of the agent, such as recent outbound voice calls. If one or more of the valid values is specified, then recent inbound interactions of that type are also stored in the Recent buffer. This enables agents to see a record of missed calls of the specified type(s).

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teamcommunicator.always-clear-textbox-on-new-interaction

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

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teamcommunicator.contact-favorite-fields

Default Value: Category,FirstName,LastName,PhoneNumber,EmailAddress
Valid Values: A comma-separated list of values from the following list: CategoryContact, 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: Absolute or relative path to an XML file.
Changes Take Effect: When the application is started or restarted.
Modified: 8.5.141.04
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). 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 Logged0ff 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.

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teamcommunicator.max-suggestion-size

Default Value: 10

Valid Values: An integer value from 1 through 50.

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

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.

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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.

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teamcommunicator.recent-max-records

Default Value: 10

Valid Values: An integer value from 1 through 50.

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

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.

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teamcommunicator.request-start-timer

Default Value: 300

Valid Values: An integer value from 1 through 5000.

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

Request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

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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.

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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.

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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.

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teamlead.monitoring-scope

Default Value: call

Valid Values: Select a value from the following list: agent,call

Changes Take Effect: Immediately.

Specifies the scope of monitoring that is to be used for voice interactions in environments that use SIP Server. If the value `call` is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value `agent` is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

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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.

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toast.case-data.format-business-attribute

Default Value:

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

Changes Take Effect: At the next interaction

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](#).

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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\$, \$Contact.X\$, \$Contact.Y\$
(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](#)

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views.InteractionDetailsRegion.order

Default Value: DispositionsView,NotepadVoiceNotepadView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
DispositionsView,NotepadVoiceNotepadView,...

Changes Take Effect: When the views are instantiated.

Specifies the 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](#)

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views.ToolbarWorkplaceRegion.activate-order

Default Value: MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...

Changes Take Effect: When the views are instantiated.

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](#)

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views.ToolbarWorkplaceRegion.order

Default Value: MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...

Changes Take Effect: When the views are instantiated.

Specifies the 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](#)

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views.ToolbarWorksheetButtonRegion.order

Default Value:

MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarContainerAlertMessageButtonView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):

MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarContainerAlertMessageButtonView

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](#)

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views.WorkbinsTabBottomHistoryMultiRegion.activate-order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

Changes Take Effect: When the views are instantiated.

Specifies the 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](#)

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views.WorkbinsTabBottomHistoryMultiRegion.order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):
ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

Changes Take Effect: When the views are instantiated.

Specifies the 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](#)

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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.

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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](#).

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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 application is 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](#).

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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.

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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.

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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](#).

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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](#).

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webcallback.callback-information.content

Default Value: Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime,FormerAttempts
Valid Values: A comma separated list of items within the following list: Subject, PhoneNumber, Type, ScheduledDate, ContactTime, LocalTime, FormerAttempts, Result.
Changes Take Effect: At the next interaction.

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.

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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](#).

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webcallback.callback-information.header-foreground-color

Default Value: #FFFFFF
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 #FFFFFF 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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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.

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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.

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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.

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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

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webproxy.address

Default Value:

Valid Values: An empty address to specify the default proxy configuration of Microsoft Internet Explorer, a valid proxy address (for example: <http://my-proxy-server:3128>), "None", or an invalid address to use no proxy at all.

Changes Take Effect: At the next interaction.

Specifies the web proxy host address that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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webproxy.password

Default Value:

Valid Values: The password of the proxy credentials. Leave empty to not use any credentials.

Changes Take Effect: At the next interaction.

Specifies the password to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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webproxy.username

Default Value:

Valid Values: The username of the proxy credentials. Leave empty to not use any credentials.

Changes Take Effect: At the next interaction.

Specifies the username to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the 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.

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workbin.email.in-progress.displayed-columns

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

The list of interaction fields that are displayed as columns of the workbin that stores In-Progress email interactions.

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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.**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.**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>.<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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Team Communicator Presence Options

The following option groups enable agents to view queue, interaction queue, and routing point statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [interaction-queue-presence](#)
- [queue-presence](#)
- [routing-point-presence](#)

interaction-queue-presence Section

The interaction queue presence options enable agents to view interaction queue statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [associated-object-ids](#)
- [associated-statistic-type](#)
- [error-level](#)
- [object-ids](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

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

associated-object-ids

Default Value: No default value

Valid Values: A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server

Changes Take Effect: When the application is started or restarted

A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the associated-statistic-type option.

If multiple values are specified by the value of the object-ids option, this option must contain the same number to associate the first object of object-ids with the first object of associated-object-ids, the second object of the object-ids with the second object of associated-object-ids and so on.

This option is applicable only if associated-statistic-type is also set

associated-statistic-type

Default Value: No default value

Valid Values: A valid statistic type from Stat Server.

Changes Take Effect: When the application is started or restarted

Specifies the statistic type (from Stat Server reference) that is requested to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in option associated-object-ids.

This option is applicable only if associated-object-ids is also set.

error-level

Default Value: 10

Valid Values: An integer or a double value.

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

The value at which a statistic is considered to be at the upper threshold level.

object-ids

Default Value: No default value

Valid Values: A comma separated list of Script identifiers that represent Interaction Queue objects

Changes Take Effect: When the application is started or restarted

A comma separated list of Script identifiers that represent Interaction Queue objects presented in Team Communicator for which this presence metric is applicable.

Object identifier format is: <Script_Name> This key is optional. If it is absent from the section, the presence metric applies to all Interaction Queue objects that don't have explicit presence metric assignment.

statistic-name

Default Value:

Valid Values: A valid name of a Stat Server's statistic.

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

The name of the statistic that is used to evaluate interaction queue presence.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: A string containing a valid time or number format according to Windows rules number format ([https://msdn.microsoft.com/en-us/library/8kb3ddd4\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx)). For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned".

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

Modified: 8.5.109.25

Specifies the formatting to be used to display the Stat Server metric used for the presence of the displayed object. If no valid format is found in the option, the display format of the Stat Server metric is set automatically to TimeFormat if a time metric is recognized, or Percentage if a percentage is recognized. If a number metric is recognized or if the type of metric is not recognized, then a raw number format is used.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

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

The value at which a statistic is considered to be at the warning level.

queue-presence Section

The queue presence options enable agents to view queue statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [associated-object-ids](#)
- [associated-statistic-type](#)
- [error-level](#)
- [object-ids](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

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

associated-object-ids

Default Value: No default value

Valid Values: A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server

Changes Take Effect: When the application is started or restarted

A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the associated-statistic-type option.

If multiple values are specified by the value of the object-ids option, this option must contain the same number to associate the first object of object-ids with the first object of associated-object-ids, the second object of the object-ids with the second object of associated-object-ids and so on.

This option is applicable only if associated-statistic-type is also set.

associated-statistic-type

Default Value: No default value

Valid Values: Specifies the statistic type (from Stat Server reference) that is requested to display the presence metric

Changes Take Effect: When the application is started or restarted

Specifies the statistic type (from Stat Server reference) that is requested to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in option associated-object-ids.

This option is applicable only if associated-object-ids is also set.

error-level

Default Value: 10

Valid Values: An integer or a double value.

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

The value at which a statistic is considered to be at the upper threshold level.

object-ids

Default Value: No default value

Valid Values: A comma separated list of DN identifiers that represent Queue objects

Changes Take Effect: When the application is started or restarted

A comma separated list of DN identifiers that represent Queue objects presented in Team Communicator for which this presence metric is applicable.

Object identifier format is: <DN Number>@<Switch Name> This key is optional. If it is absent from the section, the presence metric applies to all Queue objects that don't have explicit presence metric assignment.

statistic-name

Default Value: CurrNumberWaitingCalls

Valid Values: A valid name of a statistic server statistic queue.

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

The name of the statistic used to evaluate presence for queues.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: A string containing a valid time or number format according to Windows rules number format ([https://msdn.microsoft.com/en-us/library/8kb3ddd4\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx)). For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned".

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

Modified: 8.5.109.25

Specifies the formatting to be used to display the Stat Server metric used for the presence of the displayed object. If no valid format is found in the option, the display format of the Stat Server metric is set automatically to TimeFormat if a time metric is recognized, or Percentage if a percentage is recognized. If a number metric is recognized or if the type of metric is not recognized, then a raw number format is used.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

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

The value at which a statistic is considered to be at the warning level.

routing-point-presence Section

The routing point presence options enable agents to view routing point statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [associated-object-ids](#)
- [associated-statistic-type](#)
- [error-level](#)
- [object-ids](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

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

associated-object-ids

Default Value: No default value

Valid Values: A comma separated list of object identifiers

Changes Take Effect: When the application is started or restarted

A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the associated-statistic-type option.

If multiple values are specified by the value of the object-ids option, this option must contain the same number to associate the first object of object-ids with the first object of associated-statistic-type, the second object of the object-ids with the second object of associated-statistic-type and so on.

This option is applicable only if associated-statistic-type is also set.

associated-statistic-type

Default Value: No default value

Valid Values: A valid stat server statistic type

Changes Take Effect: When the application is started or restarted

Specifies the statistic type (from Stat Server reference) that is requested to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in option associated-object-ids.

This option is applicable only if associated-object-ids is also set.

error-level

Default Value: 10

Valid Values: An integer or a double value.

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

The value at which a statistic is considered to be at the upper threshold level.

object-ids

Default Value: No default value

Valid Values: A comma separated list of DN identifiers that represent Routing Point objects

Changes Take Effect: When the application is started or restarted

A comma separated list of DN identifiers that represent Routing Point objects presented in Team Communicator for which this presence metric is applicable.

Object identifier format is: <DN Number>@<Switch Name> This key is optional. If it is absent from the section, the presence metric applies to all Routing Point objects that don't have explicit presence metric assignment.

statistic-name

Default Value: CurrNumberWaitingCalls

Valid Values: A valid name of a statistic server statistic queue.

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

The name of the statistic used to evaluate the presence for Routing Points.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: A string containing a valid time or number format according to Windows rules number format ([https://msdn.microsoft.com/en-us/library/8kb3ddd4\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx)). For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned".

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

Modified: 8.5.109.25

Specifies the formatting to be used to display the Stat Server metric used for the presence of the displayed object. If no valid format is found in the option, the display format of the Stat Server metric is set automatically to TimeFormat if a time metric is recognized, or Percentage if a percentage is recognized. If a number metric is recognized or if the type of metric is not recognized, then a raw number format is used.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

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

The value at which a statistic is considered to be at the warning level.

TServer Section

These options should be configured on DN objects.

Configuring the Instant Messaging Solution

There are a number of ways to implement the Instant Messaging solutions in Genesys. This includes enabling DNs in your contact center to handle instant messages after they arrive at SIP Server. Deploying the Instant Messaging solution requires configuring various Genesys components. For detailed information, see the Genesys 7.6 Instant Messaging Solution Guide, which consolidates possible Instant Messaging solutions and configuration information for each of them.

Multi-site or Business Continuity Deployments

On the Instant Messaging DN, in the TServer section, set the `sip-signaling-chat` option to `none`, so no SIP session with an agent endpoint is created for the IM call.

For the IM solution to work, make sure the following configuration options are enabled (set to `true`) in the TServer section of the DN for Workspace Desktop Edition:

- `multimedia`
- `voice`

About Workspace

For more information about using Workspace configuration options, refer to [Introduction to Configuration Options](#).

The [Workspace Deployment Guide](#) contains topics specific to configuring options as a group to manage each functional area.

- `multimedia`
- `sip-signaling-chat`
- `voice`

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](#).

multimedia

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether this SIP Server-related DN is capable of handling IM interactions (in addition to whatever other capabilities are set for it).

- When set to false, URS will not deliver IMs to this DN.
- Set this option to true for a DN that is related to SIP Server when you want it to be able to handle IMs.

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sip-signaling-chat

Default Value: session

Valid Values: session, none

Changes Take Effect: Immediately.

Specifies the chat mode for the Instant Messaging (IM) DN on which this option is configured.

- If you set this option to session, when the first SIP dialog containing an IM SDP is created, the MESSAGE requests are exchanged only in this dialog. You must use this value for Microsoft Office Communicator endpoints.
- If you set this option to none, SIP Server does not send a SIP MESSAGE to a SIP Endpoint during IM. Chat communication (IM) will be provided to the agent desktop by only the T-Library protocol.

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voice

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether this SIP Server-related DN is capable of handling voice interactions (in addition to whatever other capabilities are set for it). Set this option to false for DNs that are intended for IM-only interaction handling.

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Interaction Workspace

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 [KPI section](#), [Statistics section](#), and [Not Ready Reason Codes](#) objects are not included in this option reference.

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.

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

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

Tip

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

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

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

Section	Option	Default	Changes Take Effect
interaction-queue-presence	error-level	10	When the application is started or restarted.
interaction-queue-presence	statistic-name		When the application is started or restarted.
interaction-queue-presence	statistic-text	interaction(s) waiting.	When the application is started or restarted.
interaction-queue-presence	warning-level	5	When the application is started or restarted.
interaction-workspace		0	When the application is started or restarted.
interaction-workspace	<media-type>.auto-answer	false	At the next interaction.
interaction-workspace	<media-type>.prompt-for-done	false	At the next interaction.
interaction-workspace	<media-type>.pull-from-history-is-enabled	false	Immediately.
interaction-workspace	<media-type>.ringing-bell	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	<media-type>.toast-information-key	Subject	At the next interaction.
interaction-workspace	accessibility.agent-state-change-bell		At the next interaction.
interaction-workspace	accessibility.interaction-state-change-bell		At the next interaction.
interaction-workspace	accessibility.visual-impairment-profile	false	When the application is started or restarted.
interaction-workspace	accessibility.warning-message-bell		At the next interaction.
interaction-workspace	active-recording.screen-recorder-executable		At next application start.
interaction-workspace	active-recording.screen-recorder-host		At next application start.
interaction-workspace	active-recording.voice.recorder-uri		At application restart.
interaction-workspace	active-recording.voice.recording-type	NETANN	At application restart.
interaction-workspace	agent-status.enabled-actions-by-channel	Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff	
interaction-workspace	agent-status.enabled-actions-global	Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff	
interaction-workspace	agent-status.not-ready-reasons		Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>alert.timeout</code>	10	When the application is started or restarted.
interaction-workspace	<code>application.available-layouts</code>	main-window,gadget	When the application is started or restarted.
interaction-workspace	<code>broadcast.color.high-priority</code>	1. FF663399	Immediately.
interaction-workspace	<code>broadcast.color.important-priority</code>	• FFFF0000	Immediately.
interaction-workspace	<code>broadcast.color.low-priority</code>	• FF999999	Immediately.
interaction-workspace	<code>broadcast.color.minimal-priority</code>	• FFCCCCCC	Immediately.
interaction-workspace	<code>broadcast.color.normal-priority</code>	• FFDFF8F6	Immediately.
interaction-workspace	<code>broadcast.displayed-columns</code>	MessageTypeIcon,MessageType,Sender,Subject,Priority,Date,Topic	When the application is started or restarted.
interaction-workspace	<code>broadcast.dn</code>		When the application is started or restarted.
interaction-workspace	<code>broadcast.mark-read-timeout</code>	5	When the application is started or restarted.
interaction-workspace	<code>broadcast.message-content</code>	Subject, Sender,Priority, Date, Topic, Body	At the next message.
interaction-workspace	<code>broadcast.preview-timeout</code>	10	At the next message.
interaction-workspace	<code>broadcast.sound.high-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.important-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.low-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.minimal-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.sound.normal-priority</code>		At the next interaction.
interaction-workspace	<code>broadcast.subscribed.topics</code>	All,\$Agents,\$AgentGroups	When the application is started or restarted.
interaction-workspace	<code>broadcast.toast-summary</code>	Sender, Priority,Subject,FewWords	At the next message.
interaction-workspace	<code>broadcast.value-business-attribute</code>		When the application is started or restarted.
interaction-workspace	<code>case-data.float-separator</code>		Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	channel-information.window-title	\$Window.Title\$	Immediately.
interaction-workspace	chat.agent.prompt-color	FF385078	Immediately.
interaction-workspace	chat.agent.text-color	FF385078	Immediately.
interaction-workspace	chat.auto-answer	false	At the next interaction.
interaction-workspace	chat.client.prompt-color	FF166FFF	Immediately.
interaction-workspace	chat.client.text-color	FF166FFF	Immediately.
interaction-workspace	chat.enable-auto-disconnect	true	At the next interaction.
interaction-workspace	chat.new-message-bell		Immediately
interaction-workspace	chat.nickname	\$Agent.UserName\$	At the next interaction.
interaction-workspace	chat.other-agent.prompt-color	FFD88000	Immediately.
interaction-workspace	chat.other-agent.text-color	FFD88000	Immediately.
interaction-workspace	chat.pending-response-to-customer	30,50	At the next interaction.
interaction-workspace	chat.prompt-for-end	false	At the next interaction.
interaction-workspace	chat.reconnect-attempts	5	At the next interaction.
interaction-workspace	chat.reconnect-timeout	5	At the next interaction.
interaction-workspace	chat.ringing-bell	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	chat.system.text-color	FF8C8C8C	Immediately.
interaction-workspace	chat.time-stamp	true	Immediately.
interaction-workspace	chat.toast-information-key	Subject	At the next interaction.
interaction-workspace	chat.typing-isenabled	true	At the next interaction.
interaction-workspace	chat.typing-timeout	10	At the next interaction.
interaction-workspace	contact.available-directory-page-sizes	5,10,25,50	When the application is started or restarted.
interaction-workspace	contact.cache-timeout-delay	600	When the application is started or restarted.
interaction-workspace	contact.date-search-types	On,OnOrAfter,Before	When the application is started or restarted.
interaction-workspace	contact.default-directory-page-size	10	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>contact.directory-advanced-default</code>	LastName,PhoneNumber	When the application is started or restarted.
interaction-workspace	<code>contact.directory-default-mode</code>	ListView	Immediately.
interaction-workspace	<code>contact.directory-displayed-columns</code>	LastName,FirstName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>contact.directory-permissions.<ContactAttributeName></code>		At the next contact search.
interaction-workspace	<code>contact.directory-search-attributes</code>	LastName,FirstName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>contact.directory-search-types</code>	contains,begins-with,is	When the application is started or restarted.
interaction-workspace	<code>contact.displayed-attributes</code>	Title,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>contact.history-advanced-default</code>	Status,StartDate	When the application is started or restarted.
interaction-workspace	<code>contact.history-default-time-filter-main</code>	1M	When the application is started or restarted, or at the next interaction.
interaction-workspace	<code>contact.history-displayed-columns</code>	Status,Subject,StartDate,EndDate,Owner	When the application is started or restarted.
interaction-workspace	<code>contact.history-displayed-columns-treeview</code>	Subject,Status,StartDate	When the application is started or restarted.
interaction-workspace	<code>contact.history.filters-<attribute></code>		At the next contact search.
interaction-workspace	<code>contact.history.media-filters</code>	voice,email,chat,sms	When the application is started or restarted.
interaction-workspace	<code>contact.history-search-attributes</code>	Status,StartDate,EndDate,Subject	When the application is started or restarted.
interaction-workspace	<code>contact.last-called-agent.enable</code>	true	Immediately.
interaction-workspace	<code>contact.last-called-agent.<media-type>.enable</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.enable</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.enable-create-contact</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.<media-type>.enable</code>	true	Immediately.
interaction-workspace	<code>contact.lookup.<media-type>.enable-create-contact</code>	true	Immediately.
interaction-workspace	<code>contact.mandatory-</code>	FirstName,LastName	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>attributes</code>		started or restarted.
interaction-workspace	<code>contact.metrics.enable-interactions-in-progress</code>	true	When the application is started or restarted.
interaction-workspace	<code>contact.metrics.time-frame-customer-notification</code>	1	When the application is started or restarted.
interaction-workspace	<code>contact.multiple-value-attributes</code>	EmailAddress,PhoneNumber	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-default-time-filter-main</code>	1W	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-displayed-columns</code>	Status,Subject,StartDate,EndDate	When the application is started or restarted.
interaction-workspace	<code>contact.myhistory-displayed-columns-treeview</code>	Subject,Status,StartDate	When the application is started or restarted.
interaction-workspace	<code>contact.threading-ucs-interaction.enable</code>	true	Immediately.
interaction-workspace	<code>contact.timeout-delay</code>	60	When the application is started or restarted.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-create</code>	true	Immediately.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.enable-lookup</code>	true	Immediately.
interaction-workspace	<code>contact.ucs-interaction.<media-type>.use-server-date</code>	false	When the application is started or restarted.
interaction-workspace	<code>dial-plan-rule-<name></code>		When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.auto-restore</code>	true	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.disable-login-errors</code>	false	When the application is started or restarted.
interaction-workspace	<code>disaster-recovery.enabled</code>	false	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.peer-site</code>	DRPeer	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.preferred-site</code>	Preferred	When the application is started or restarted
interaction-workspace	<code>disaster-recovery.restore-agent-state</code>	true	When the application is started or restarted.
interaction-workspace	<code>disaster-</code>	60	When the application is
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>recovery.timeout</code>		started or restarted
interaction-workspace	<code>disaster-recovery.wait-for-sipphone-timeout</code>	0	When the application is started or restarted
interaction-workspace	<code>display-format.acd-queue.name</code>	<code>\$ACDQueue.Alias\$</code>	Immediately.
interaction-workspace	<code>display-format.agent-name</code>	<code>\$Agent.FullName\$</code>	Immediately.
interaction-workspace	<code>display-format.caller-name</code>	<code>\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.case-name-format</code>	<code>\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately
interaction-workspace	<code>display-format.chat-agent-name</code>	<code>\$ChatAgent.FullName\$</code>	Immediately.
interaction-workspace	<code>display-format.current-agent-name</code>	<code>\$Agent.FullName\$</code>	Immediately.
interaction-workspace	<code>display-format.customer-name-format</code>	<code>\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately
interaction-workspace	<code>display-format.interaction-callback-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-chat-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-email-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-im-name</code>	<code>\$Interaction.Type\$</code> <code>\$Interaction.MainParty\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-outbound-pull-preview-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-outbound-push-preview-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-queue.name</code>	<code>\$InteractionQueue.DisplayName\$</code>	When the application is started or restarted.
interaction-workspace	<code>display-format.interaction-sms-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.interaction-</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code>	Immediately.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>voice-name</code>	<code>\$Contact.LastName\$</code>	
interaction-workspace	<code>display-format.interaction-workitem-name</code>	<code>\$Interaction.Type\$</code> <code>(\$Contact.FirstName\$</code> <code>\$Contact.LastName\$</code>	Immediately.
interaction-workspace	<code>display-format.routing-point.name</code>	<code>\$RoutingPoint.Alias\$</code>	Immediately.
interaction-workspace	<code>editor.font-size-units</code>	point	At the next interaction.
interaction-workspace	<code>email.attachment-download-timeout</code>	20	Immediately.
interaction-workspace	<code>email.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code>email.default-queue</code>		At the next interaction.
interaction-workspace	<code>email.forward-queue</code>		Immediately.
interaction-workspace	<code>email.from-addresses</code>	<code>\$EMAILSERVER\$</code>	At the next interaction.
interaction-workspace	<code>email.html-format</code>	true	At the next interaction.
interaction-workspace	<code>email.include-original-text-in-reply</code>	true	At the next interaction.
interaction-workspace	<code>email.max-attachments-size</code>	0	At the next interaction.
interaction-workspace	<code>email.move-inbound-to-in-progress-workbin-on-reply</code>	false	At the next interaction.
interaction-workspace	<code>email.outbound-queue</code>		Immediately.
interaction-workspace	<code>email.prompt-for-done</code>	false	At the next interaction.
interaction-workspace	<code>email.pull-from-history-isenabled</code>	true	Immediately.
interaction-workspace	<code>email.qa-review-dispositions-business-attribute</code>		At the next interaction.
interaction-workspace	<code>email.quote-char</code>	>	Immediately.
interaction-workspace	<code>email.reply-format</code>	auto	At the next interaction.
interaction-workspace	<code>email.reply-prefix</code>	Re: <SPACE>	Immediately.
interaction-workspace	<code>email.restricted-attachment-file-types</code>	No default value	At the next interaction.
interaction-workspace	<code>email.ringing-bell</code>	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	<code>email.set-ownerid-on-send</code>	true	At the next interaction.
interaction-workspace	<code>email.signature</code>		At the next interaction.
interaction-workspace	<code>email.toast-information-key</code>	Subject	At the next interaction.
interaction-workspace	<code>expression.email-address</code>	<code>\w+([-+.]w+)*@w+([-+.]w+)*\w+([-+.]w+)*</code>	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	expression.phone-number	(?:([+])?([\d]{1,3})?(?:[]*)	At the next interaction.
interaction-workspace	expression.phone-number.supported-characters	0123456789#*	At the next interaction.
interaction-workspace	expression.url	(?#Protocol)(?:([htf]tp(?:s?)\:\/\/ ~ /))?(?#Username:Password)(?:([\w]+\.)+(?#TopLevelDomains)(?:com org net gov mil biz info mobi name aero jobs&	At the next interaction.
interaction-workspace	gadget-statistics.displayed-call-center-statistics		When the application is started or restarted.
interaction-workspace	gadget-statistics.displayed-kpis		When the application is started or restarted.
interaction-workspace	gadget-statistics.nb-tagged-stats-per-page	5	When the application is started or restarted.
interaction-workspace	gadget-statistics.show	true	When the application is started or restarted.
interaction-workspace	gadget.window-title	\$Window.Title\$	Immediately.
interaction-workspace	general.configuration-update-notification	All	When the application is started or restarted.
interaction-workspace	general.gad.attached-data	false	At the next interaction.
interaction-workspace	general.non-unicode-connection-encoding		When the application is started or restarted
interaction-workspace	im.agent.prompt-color	• FF385078	Immediately.
interaction-workspace	im.agent.text-color	• FF385078	Immediately.
interaction-workspace	im.auto-answer	false	When the application is started or restarted.
interaction-workspace	im.new-message-bell		Immediately
interaction-workspace	im.other-agent.prompt-color	• FFD88000	Immediately.
interaction-workspace	im.other-agent.text-color	• FFD88000	Immediately.
interaction-workspace	im.prompt-for-end	false	At the next interaction.
interaction-workspace	im.ringing-bell	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	im.system.text-color	• FF8C8C8C	Immediately.
interaction-workspace	im.time-stamp	true	Immediately.
interaction-workspace	im.toast-timeout	10	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	interaction-bar.detail-tooltip.max-height	164	Immediately.
interaction-workspace	interaction.case-data.content	History,CaseData	At the next interaction.
interaction-workspace	interaction.case-data.enable-url-preview	false	At the next interaction.
interaction-workspace	interaction.case-data.format-business-attribute		At the next interaction
interaction-workspace	interaction.case-data.frame-color	• FFFFBA00	At the next interaction.
interaction-workspace	interaction.case-data.header-foreground-color	• FF15428B	At the next interaction.
interaction-workspace	interaction.case-data.is-read-only-on-idle	true	At the next interaction.
interaction-workspace	interaction.consult-user-data	public	Immediately.
interaction-workspace	interaction.disposition.is-mandatory	false	Immediatly.
interaction-workspace	interaction.disposition.is-read-only-on-idle	false	Immediatly.
interaction-workspace	interaction.disposition.key-name	DispositionCode	Immediatly
interaction-workspace	interaction.disposition.use-attached-data	false	At the next interaction.
interaction-workspace	interaction.disposition.use-connection-id	true	Immediatly.
interaction-workspace	interaction.disposition.value-business-attribute	DispositionCode	Immediatly
interaction-workspace	interaction.evaluate-real-party-for-agent	true	When the application is started or restarted.
interaction-workspace	interaction-management.available-interaction-page-sizes	5,10,25,50	When the application is started or restarted.
interaction-workspace	interaction-management.filters		When the application is started or restarted.
interaction-workspace	interaction-management.interactions-filter.displayed-columns	MessageType,From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	interaction.override-option-key	IW_OverrideOptions	At the next interaction.
interaction-workspace	interaction.reject-route		At the next interaction.
interaction-workspace	interaction.window.popup	false	At the next interaction if
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>topmost-z-order</code>		the value is changed to 'true' or when the application is started or restarted if the value is changed to 'false'.
interaction-workspace	<code>interaction.window.show-case-interaction-panel-button</code>	true	At the next interaction.
interaction-workspace	<code>interaction.window.show-in-taskbar</code>	true	At the next interaction.
interaction-workspace	<code>interaction.window-title</code>	(\$Contact.FirstName\$ \$Contact.LastName\$	When the application is started or restarted.
interaction-workspace	<code>interactions.window.allows-transparency-on-winos6</code>	false	At the next interaction.
interaction-workspace	<code>intercommunication.chat.conference.invite-timeout</code>	30	At the next interaction.
interaction-workspace	<code>intercommunication.chat.queue</code>		At the next interaction.
interaction-workspace	<code>intercommunication.chat.routing-based-actions</code>		At the next interaction.
interaction-workspace	<code>intercommunication.chat.routing-based-targets</code>		At the next interaction.
interaction-workspace	<code>intercommunication.email.queue</code>		At the next interaction.
interaction-workspace	<code>intercommunication.email.routing-based-actions</code>		At the next interaction.
interaction-workspace	<code>intercommunication.email.routing-based-targets</code>		At the next interaction.
interaction-workspace	<code>intercommunication.im.routing-based-actions</code>	MakeIM	When the application is started or restarted.
interaction-workspace	<code>intercommunication.im.routing-based-targets</code>		At the next interaction.
interaction-workspace	<code>intercommunication.im.routing-points</code>		At the next interaction.
interaction-workspace	<code>intercommunication.sms.queue</code>		At the next interaction.
interaction-workspace	<code>intercommunication.sms.routing-based-actions</code>	OneStepTransfer	At the next interaction.
interaction-workspace	<code>intercommunication.sms.routing-based-targets</code>		At the next interaction.
interaction-workspace	<code>intercommunication.voice.routing-based-actions</code>	MakeCall,OneStepConference,OneStepTransfer,Init	At the next interaction.
interaction-workspace	<code>intercommunication.voice.routing-based-targets</code>		At the next interaction.
interaction-workspace	<code>intercommunication.voice.routing-points</code>		At the next interaction.
interaction-workspace	<code>intercommunication.<media-</code>		At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>type>.queue</code>		
interaction-workspace	<code>intercommunication.<media-type>.routing-based-actions</code>		At the next interaction.
interaction-workspace	<code>intercommunication.<media-type>.routing-based-targets</code>		At the next interaction.
interaction-workspace	<code>keyboard.hotkey.agent-not-ready</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.agent-not-ready-with-reason.<action-code></code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.agent-ready</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.decrease-microphone-volume-active-sip-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.decrease-speaker-volume-active-sip-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.hold-active-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.increase-microphone-volume-active-sip-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.increase-speaker-volume-active-sip-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.mute-microphone-active-sip-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.mute-speaker-active-sip-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.release-active-call</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.toaster.accept</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.hotkey.toaster.decline</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.action.help</code>	F1	When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.contact.start-contact</code>	Ctrl+A	When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.contact.end-contact</code>	Ctrl+R	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.contact.save	Ctrl+S	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.conference		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.end		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.chat.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.consult		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.add-attachments		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.delete		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.forward		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.interim-send		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.print		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.reply	Ctrl+R	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.reply-all	Ctrl+Shift+A	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.save	Ctrl+S	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.save-in-workbin	Ctrl+Shift+W	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.send	Ctrl+Return	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.email.release	Ctrl+D	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.mark-done	Ctrl+E	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.call-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.cancel-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.preview.mark-done-get-next		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	keyboard.shortcut.interaction.preview.reject-record		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.sms.delete		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.sms.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.answer-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.hold-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.pause-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.reconnect-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.release-call	Ctrl+D	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.resume-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.resume-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.single-step-conference		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.single-step-transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.start-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.voice.stop-recording-call		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.webcallback.call-contact		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.webcallback.mark-done		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.move-to-workbin		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.interaction.workitem.transfer		When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.log	Ctrl+Alt+X	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.not-ready	Ctrl+Alt+N	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.not-ready-after-call-work	Ctrl+Alt+Z	When the application is started or restarted.
interaction-workspace	keyboard.shortcut.state.ready	Ctrl+Alt+R	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>keyboard.shortcut.teamlead.chat.bargein</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.chat.stop-monitoring</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.stop-monitoring</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.bargein</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.coaching</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.monitor</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.teamlead.voice.stop-monitoring</code>		When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.toaster.action</code>	Ctrl+G	When the application is started or restarted.
interaction-workspace	<code>keyboard.shortcut.toaster.close</code>	Ctrl+M	When the application is started or restarted.
interaction-workspace	<code>kpi.displayed-kpis</code>		When the application is started or restarted.
interaction-workspace	<code>kpi.refresh-time</code>	10	When the application is started or restarted.
interaction-workspace	<code>kpi.show-agent-groups</code>	true	When the application is started or restarted.
interaction-workspace	<code>license.lrm-enabled</code>	false	When the application is started or restarted.
interaction-workspace	<code>log.default-filter-type</code>	Copy	Immediately.
interaction-workspace	<code>log.ESDK</code>	All	Immediately.
interaction-workspace	<code>log.expire</code>	10	Immediately.
interaction-workspace	<code>log.filter-data.<keyName></code>	Copy	Immediately.
interaction-workspace	<code>log.max-age</code>	10	When the application is started or restarted.
interaction-workspace	<code>log.PSDK</code>	Standard	Immediately.
interaction-workspace	<code>log.segment</code>	10MB	When the application is started or restarted.
interaction-workspace	<code>log.Trace</code>	<code>\$Application.RootApplicationData\$\log\InteractionWorkspace</code>	Immediately.
interaction-workspace	<code>log.verbose</code>	Trace	Immediately.
interaction-workspace	<code>login.chat.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.chat.can-unactivate-channel</code>	false	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>login.chat.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.default-place</code>		When the application is started or restarted.
interaction-workspace	<code>login.email.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.email.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.email.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.enable-login-without-channel</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.enable-place-completion</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.enable-same-agent-place</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.im.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.im.available-queues</code>	ACDQueue	When the application is started or restarted.
interaction-workspace	<code>login.im.can-unactivate-channel</code>	false	When the application is started or restarted
interaction-workspace	<code>login.im.is-auto-ready</code>	false	When the application is started or restarted
interaction-workspace	<code>login.im.prompt-agent-login-id</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.im.prompt-dn-password</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.im.prompt-queue</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.prompt-place</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.sip-cluster.phone-number</code>		When the application is started or restarted.
interaction-workspace	<code>login.sip-cluster.store-recent-phone-number</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.sms.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.sms.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.sms.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.store-recent-place</code>	true	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>login.voice.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.voice.available-queues</code>	ACDQueue	When the application is started or restarted.
interaction-workspace	<code>login.voice.can-unactivate-channel</code>	false	When the application is started or restarted
interaction-workspace	<code>login.voice.force-relogin</code>	false	When the application is started or restarted
interaction-workspace	<code>login.voice.is-auto-ready</code>	false	When the application is started or restarted
interaction-workspace	<code>login.voice.prompt-agent-login-id</code>	false	At the next interaction
interaction-workspace	<code>login.voice.prompt-dn-less-phone-number</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.voice.prompt-dn-password</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.voice.prompt-queue</code>	true	When the application is started or restarted.
interaction-workspace	<code>login.webcallback.auto-not-ready-reason</code>		When the application is started or restarted
interaction-workspace	<code>login.webcallback.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.webcallback.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.workmode</code>	unknown	When the application is started or restarted or if the agent changes place.
interaction-workspace	<code>login.<media-type>.auto-not-ready-reason</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.<media-type>.can-unactivate-channel</code>	false	When the application is started or restarted.
interaction-workspace	<code>login.<media-type>.is-auto-ready</code>	false	When the application is started or restarted.
interaction-workspace	<code>logout.enable-exit-on-logoff-error</code>	true	When the application is started or restarted.
interaction-workspace	<code>main-window.dockable</code>	true	When the application is started or restarted.
interaction-workspace	<code>main-window.window-title</code>	\$Window.Title\$	Immediately.
interaction-workspace	<code>openmedia.bundle.sms</code>	sms,smssession	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>openmedia.workitem-channels</code>		When the application is started or restarted.
interaction-workspace	<code>options.record-option-locally-only</code>	false	When the application is started or restarted.
interaction-workspace	<code>outbound.call-result-automatically-selected</code>		At the next interaction.
interaction-workspace	<code>outbound.call-result-values</code>	Answered,AnsweringMachine,Busy,NotAnswering	At the next interaction. Wrong Number
interaction-workspace	<code>outbound-callback.ringing-bell</code>		At the next interaction.
interaction-workspace	<code>outbound.campaign-stale-timeout</code>	0	When the application is started or restarted.
interaction-workspace	<code>outbound.fields.float-separator-in-db</code>		Immediately.
interaction-workspace	<code>outbound.push-preview.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code>outbound.push-preview.media-types</code>	outboundpreview	When the application is started or restarted.
interaction-workspace	<code>outbound.push-preview.use-combined-channel</code>	true	When the application is started or restarted.
interaction-workspace	<code>outbound.record-information.frame-color</code>	• FFDFE8F6	At the next interaction.
interaction-workspace	<code>outbound.record-information.header-foreground-color</code>	• FF15428B	At the next interaction.
interaction-workspace	<code>outbound.sound.campaign-updated</code>		At the next interaction.
interaction-workspace	<code>outbound.treatment-mode</code>	none	Immediately.
interaction-workspace	<code>presence.evaluate-presence</code>	true	When the application is started or restarted.
interaction-workspace	<code>printing.use-print-preview</code>	true	Immediately.
interaction-workspace	<code>security.disable-rbac</code>	false	When the application is started or restarted.
interaction-workspace	<code>security.enable-debug-information</code>	false	Immediately.
interaction-workspace	<code>security.inactivity-not-ready-reason</code>		When the application is started or restarted.
interaction-workspace	<code>security.inactivity-set-agent-not-ready</code>	true	When the application is started or restarted.
interaction-workspace	<code>security.inactivity-timeout</code>	0	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>sip-cluster.data-center-locations</code>		When the application is started or restarted.
interaction-workspace	<code>sip-cluster.reconnect-timeout</code>	10	Immediately.
interaction-workspace	<code>sipendpoint.audio.headset.audio_in_agc_enabled</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.audio.incoming_use_agc</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.authenticate-with-dn-password</code>	false	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.exit-on-voice-logoff</code>	false	At next Log Off operation or at next login.
interaction-workspace	<code>sipendpoint.genesyslab.beep30000.beep_tone_timeout</code>	30000	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.beep_tone.enable_beep_tone</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.beep_tone.play_locally</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.control.auto_answer</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.audio_in_device</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.audio_out_device</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.480.error_code_when_headset_na</code>	480	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.headset_name</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.0.manual_audio_devices_configure</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.0.reject_call_when_headset_na</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.device.0.use_headset</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.dtmf.100.pause_start_stop_dtmf</code>	100	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.dtmf.0f.play_locally</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.system.0.log_level_AbstractPhone</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.system.0.log_level_Audio</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.genesyslab.system.0.log_level_Auto</code>	0	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	Configuration		started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_CCM	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Conferencing	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Contacts	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_DNS	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Endpoint	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Jitter	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Licensing	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Media	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Privacy	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_RTP	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Security	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Storage	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_STUN	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Transport	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_USB Devices	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Uilities	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_Voice Quality	0	When the application is started or restarted.
interaction-workspace	sipendpoint.genesyslab.system.log_level_XMPP	0	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-enforce-configured-usage	false	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-replugged-set-ready	true	When the application is started or restarted.
interaction-workspace	sipendpoint.headset-unplugged.not-ready-		When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>reason</code>		
interaction-workspace	<code>sipendpoint.headset-unplugged-set-not-ready</code>	true	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.init-attempt-nb</code>	10	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.init-attempt-timer</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.log.verbose</code>	Trace	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy0.register_in_seconds</code>	3600	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.proxies.proxy1.register_in_seconds</code>	3600	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.retain-volume-settings-between-sessions</code>	false	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.rtp.2833.enabled</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.rtp.2833.hold_time_in_ms</code>	100	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.rtp.2833.packet_time_in_ms</code>	60	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.rtp.2833.payload_number</code>	101	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.rtp.inactivity_timer_enabled</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-address</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-address.peer</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-port</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.sbc-register-port.peer</code>		When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.enable_logging</code>	1	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.diagnostics.error_log_level</code>	5	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.dtmf.force_send_in_band</code>	0	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.dtmf.m40mum_rfc2833_play_time</code>	40	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.indialog_notify.enable_indialog_notify</code>	1	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			started or restarted.
interaction-workspace	<code>sipendpoint.system.network</code>	<code>0</code>	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.system.qos.audio</code>	<code>46</code>	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.transport-protocol</code>	UDP	When the application is started or restarted.
interaction-workspace	<code>sipendpoint.tuning.mixer.allow-master-volume-change</code>	<code>0</code>	When the application is started or restarted.
interaction-workspace	<code>sms.agent.prompt-color</code>	• FF385078	Immediately.
interaction-workspace	<code>sms.agent.text-color</code>	• FF385078	Immediately.
interaction-workspace	<code>sms.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code>sms.client.prompt-color</code>	• FF166FFF	Immediately.
interaction-workspace	<code>sms.client.text-color</code>	• FF166FFF	Immediately.
interaction-workspace	<code>sms.default-queue</code>		At the next interaction.
interaction-workspace	<code>sms.from-numbers-business-attribute</code>		At the next interaction.
interaction-workspace	<code>sms.max-message-number</code>	8	At the next interaction.
interaction-workspace	<code>sms.other-agent.prompt-color</code>	• FFD88000	Immediately.
interaction-workspace	<code>sms.other-agent.text-color</code>	• FFD88000	Immediately.
interaction-workspace	<code>sms.outbound-queue</code>		Immediately.
interaction-workspace	<code>sms.prompt-for-done</code>	false	At the next interaction.
interaction-workspace	<code>sms.ringing-bell</code>	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	<code>sms.subject-max-chars</code>	25	At the next interaction.
interaction-workspace	<code>sms.time-stamp</code>	true	Immediately.
interaction-workspace	<code>sms.transcript-time-frame</code>	24	At the next interaction.
interaction-workspace	<code>sounds.preloadfiles</code>	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	<code>spellchecker.corporate-dictionary</code>		When the application is started or restarted.
interaction-workspace	<code>spellchecker.corporate-dictionary-file</code>		When the application is started or restarted.
interaction-workspace	<code>standard-</code>	\$All\$	At the next interaction.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>response.categories</code>		
interaction-workspace	<code>standard-response.default-search-type</code>	AnyKeyword	At the next interaction.
interaction-workspace	<code>standard-response.enable-usage-feedback</code>	true	At the next interaction.
interaction-workspace	<code>standard-response.languages</code>	\$All\$	At the next interaction.
interaction-workspace	<code>standard-response.suggested-responses-min-relevancy</code>	50	At the next interaction.
interaction-workspace	<code>statistics.displayed-statistics</code>		When the application is started or restarted.
interaction-workspace	<code>statistics.queues</code>		When the application is started or restarted.
interaction-workspace	<code>statistics.refresh-time</code>	10	When the application is started or restarted.
interaction-workspace	<code>statistics.routing-points</code>		When the application is started or restarted.
interaction-workspace	<code>system-tray.tooltip</code>	\$Application.Title\$	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.add-recent-filters.voice</code>		At next interaction event.
interaction-workspace	<code>teamcommunicator.always-clear-textbox-on-new-interaction</code>	true	Immediately.
interaction-workspace	<code>teamcommunicator.contact-favorite-fields</code>	Category,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites</code>		When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.corporate-favorites-file</code>		When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.custom-favorite-fields</code>	Category,FirstName,LastName,PhoneNumber,EmailAddress	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.internal-favorite-fields</code>	Category,DisplayName	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.list-filter-showing</code>	Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue,Cont	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.list-status-reachable</code>	NotReady	When the application is started or restarted.
interaction-workspace	<code>teamcommunicator.load-at-startup</code>	true	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	teamcommunicator.max-suggestion-size	10	When the application is started or restarted.
interaction-workspace	teamcommunicator.recent-max-records	10	When the application is started or restarted.
interaction-workspace	teamcommunicator.request-start-timer	300	When the application is started or restarted.
interaction-workspace	teamlead.agent-status.enabled-agent-group-security-mode	true	At the next agent search.
interaction-workspace	teamlead.monitoring-scope	call	Immediately.
interaction-workspace	toast.case-data.content	History,CaseData	At the next interaction.
interaction-workspace	toast.case-data.format-business-attribute		At the next interaction
interaction-workspace	toast.window-title	(\$Contact.FirstName\$ \$Contact.LastName\$	Immediately.
interaction-workspace	views.CaseContactRegion.activate-order	InteractionContactInformationView,InteractionContactHistoryView	When the views are instantiated.
interaction-workspace	views.CaseContactRegion.order	InteractionContactInformationView,InteractionContactHistoryView	When the views are instantiated.
interaction-workspace	views.CaseViewSideButtonMigrationContainerSideButtonView,SRLSideButtonView		When the views are instantiated.
interaction-workspace	views.ContactInfoHistoryMultiRegion.activate-order	ContactInformationView,ContactHistoryView	When the views are instantiated.
interaction-workspace	views.ContactInfoHistoryMultiRegion.order	ContactInformationView,ContactHistoryView	When the views are instantiated.
interaction-workspace	views.ContactTabBottomHistoryMultiRegion.activate-order	ContactDetailView,ContactHistory,NotepadView,ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.ContactTabBottomHistoryMultiRegion.order	ContactDetailView,ContactHistory,NotepadView,ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.InteractionDetailsRegion.activate-order	NotepadVoiceNotepadView,DispositionsView	When the views are instantiated.
interaction-workspace	views.InteractionDetailsRegion.order	DispositionsView,NotepadVoiceNotepadView	When the views are instantiated.
interaction-workspace	views.ToolbarWorkplaceRegion.activate-order	MyPlaceStatusView,myCampaignsListView,MyContactHistory,MySt	When the views are instantiated.
interaction-workspace	views.ToolbarWorkplaceRegion.order	MyPlaceStatusView,myCampaignsListView,MyContactHistory,MySt	When the views are instantiated.
interaction-workspace	views.ToolbarWorksheetButtonWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView		When the views are instantiated.
interaction-workspace	views.WorkbinsTabBottomHistoryMultiRegion.activate-order	ContactDetailView,ContactHistory,NotepadView,ContactHistoryCase	When the views are instantiated.
interaction-workspace	views.WorkbinsTabBottomHistoryMultiRegion.order	ContactDetailView,ContactHistory,NotepadView,ContactHistoryCase	When the views are instantiated.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>voice.auto-answer</code>	false	When the application is started or restarted.
interaction-workspace	<code>voice.dtmf-inactivity-typing-timeout</code>	500	At the next interaction.
interaction-workspace	<code>voice.enable-init-conference</code>	false	At the next interaction.
interaction-workspace	<code>voice.enable-make-call-consultation</code>	false	When the application is started or restarted.
interaction-workspace	<code>voice.mark-done-on-release</code>	false	At the next interaction.
interaction-workspace	<code>voice.one-step-trsf-mode</code>	default	When the application is started or restarted.
interaction-workspace	<code>voice.prompt-for-end</code>	false	At the next interaction.
interaction-workspace	<code>voice.ringing-bell</code>	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	<code>webcallback.auto-answer</code>	false	At the next interaction.
interaction-workspace	<code>webcallback.auto-dial</code>	false	At the next interaction.
interaction-workspace	<code>webcallback.callback-information.content</code>	Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime	
interaction-workspace	<code>webcallback.callback-information.frame-color</code>	• FFDFE8F6	At the next interaction.
interaction-workspace	<code>webcallback.callback-information.header-foreground-color</code>	• FF15428B	At the next interaction.
interaction-workspace	<code>webcallback.complete-queue</code>		Immediately.
interaction-workspace	<code>webcallback.park-queue</code>		Immediately.
interaction-workspace	<code>webcallback.reschedule-queue</code>		Immediately.
interaction-workspace	<code>webcallback.ringing-bell</code>	Sounds\Ring.mp3	At the next interaction.
interaction-workspace	<code>webproxy.address</code>		At the next interaction.
interaction-workspace	<code>webproxy.password</code>		At the next interaction.
interaction-workspace	<code>webproxy.username</code>		At the next interaction.
interaction-workspace	<code>workbin.email.draft</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.email.draft.displayed-columns</code>	To,Subject,Submitted	When the application is started or restarted.
interaction-workspace	<code>workbin.email.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.email.in-progress.displayed-columns</code>	From,Subject,Received	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname></code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.<workbin-nickname>.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.in-progress</code>		When the application is started or restarted.
interaction-workspace	<code>workbin.<media-type>.in-progress.displayed-columns</code>	From,To,Subject,Received	When the application is started or restarted.
queue-presence	<code>error-level</code>	10	When the application is started or restarted.
queue-presence	<code>statistic-name</code>	CurrNumberWaitingCalls	When the application is started or restarted.
queue-presence	<code>statistic-text</code>	interaction(s) waiting.	When the application is started or restarted.
queue-presence	<code>warning-level</code>	5	When the application is started or restarted.
routing-point-presence	<code>error-level</code>	10	When the application is started or restarted.
routing-point-presence	<code>statistic-name</code>	CurrNumberWaitingCalls	When the application is started or restarted.
routing-point-presence	<code>statistic-text</code>	interaction(s) waiting.	When the application is started or restarted.
routing-point-presence	<code>warning-level</code>	5	When the application is started or restarted.
Section	Option	Default	Changes Take Effect

interaction-workspace Section

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

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

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

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

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

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

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

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

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

Tip

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

<media-type>.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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<media-type>.prompt-for-done

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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<media-type>.ringing-bell

Default Value: Sounds\Ring.mp3

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

Changes Take Effect: At the next interaction.

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

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<media-type>.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: At the next interaction.

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

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accessibility.agent-state-change-bell

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

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

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accessibility.interaction-state-change-bell

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

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

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accessibility.visual-impairment-profile

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

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

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accessibility.warning-message-bell

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

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

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active-recording.screen-recorder-executable

Default Value:

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

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

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active-recording.screen-recorder-host

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

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

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active-recording.voice.recorder-uri

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

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

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active-recording.voice.recording-type

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

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

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

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agent-status.enabled-actions-by-channel

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

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

Changes Take Effect: Immediately.

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

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agent-status.enabled-actions-global

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

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

Changes Take Effect: Immediately.

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

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agent-status.not-ready-reasons

Default Value:

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

Changes Take Effect: Immediately.

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

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alert.timeout

Default Value: 10

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

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

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

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application.available-layouts

Default Value: main-window,gadget

Valid Values: main-window,gadget

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

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

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broadcast.color.high-priority

Default Value:

1. FF663399

Valid Values: Valid Hexidecial (HTML) color code

Changes Take Effect: Immediately.

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

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broadcast.color.important-priority

Default Value:

1. FFFF0000

Valid Values: Valid Hexidecial (HTML) color code

Changes Take Effect: Immediately.

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

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broadcast.color.low-priority

Default Value:

1. FF999999

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

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

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broadcast.color.minimal-priority

Default Value:

1. FFCCCCCC

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

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

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broadcast.color.normal-priority

Default Value:

1. FFDFF8F6

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

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

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broadcast.displayed-columns

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

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

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

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

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broadcast.dn

Default Value:

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

dn_name@switch

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

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

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broadcast.mark-read-timeout

Default Value: 5

Valid Values: from 0 to MAXINT

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

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

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broadcast.message-content

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

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

Changes Take Effect: At the next message.

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

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broadcast.preview-timeout

Default Value: 10

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next message.

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

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

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broadcast.sound.high-priority

Default Value:

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

Changes Take Effect: At the next interaction.

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

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broadcast.sound.important-priority

Default Value:

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

Changes Take Effect: At the next interaction.

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

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broadcast.sound.low-priority

Default Value:

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

Changes Take Effect: At the next interaction.

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

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broadcast.sound.minimal-priority

Default Value:

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

Changes Take Effect: At the next interaction.

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

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broadcast.sound.normal-priority

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

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

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broadcast.subscribed.topics

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

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

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broadcast.toast-summary

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

Determines the attributes display in the broadcast message notification.

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broadcast.value-business-attribute

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

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

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case-data.float-separator

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

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

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channel-information.window-title

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

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

Changes Take Effect: Immediately.

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

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chat.agent.prompt-color

Default Value:

1. FF385078

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

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

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chat.agent.text-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

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

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chat.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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chat.client.prompt-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

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

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chat.client.text-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

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

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chat.enable-auto-disconnect

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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chat.new-message-bell

Default Value:

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

Changes Take Effect: Immediately

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

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chat.nickname

Default Value: \$Agent.UserName\$

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

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

Changes Take Effect: At the next interaction.

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

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

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

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chat.other-agent.prompt-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

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

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chat.other-agent.text-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

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

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chat.pending-response-to-customer

Default Value: 30,50

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

Changes Take Effect: At the next interaction.

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

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chat.prompt-for-end

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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chat.reconnect-attempts

Default Value: 5

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

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

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chat.reconnect-timeout

Default Value: 5

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

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

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chat.ringing-bell

Default Value: Sounds\Ring.mp3

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

Changes Take Effect: At the next interaction.

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

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chat.system.text-color

Default Value:

1. FF8C8C8C

Valid Values: Valid Hexadecimal (HTML) color code.

Changes Take Effect: Immediately.

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

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chat.time-stamp

Default Value: true

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

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

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chat.toast-information-key

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

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

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chat.typing-isenabled

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

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

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chat.typing-timeout

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

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

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contact.available-directory-page-sizes

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

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

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

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contact.cache-timeout-delay

Default Value: 600

Valid Values: An integer from 1 through 3600.

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

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

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contact.date-search-types

Default Value: On,OnOrAfter,Before

Valid Values: Select at least one from the list.

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

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

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contact.default-directory-page-size

Default Value: 10

Valid Values: An integer from 1 through 50.

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

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

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contact.directory-advanced-default

Default Value: LastName,PhoneNumber

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

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

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

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contact.directory-default-mode

Default Value: ListView

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

Changes Take Effect: Immediately.

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

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

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contact.directory-displayed-columns

Default Value: LastName,FirstName,PhoneNumber,EmailAddress

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

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

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

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contact.directory-permissions.<ContactAttributeName>

Default Value:

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

Changes Take Effect: At the next contact search.

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

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contact.directory-search-attributes

Default Value: LastName,FirstName,PhoneNumber,EmailAddress

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

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

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

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contact.directory-search-types

Default Value: contains,begins-with,is

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

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

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

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contact.displayed-attributes

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

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

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

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

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contact.history-advanced-default

Default Value: Status,StartDate

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

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

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

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contact.history-default-time-filter-main

Default Value: 1M

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

Changes Take Effect: When the application is started or restarted, or at the next interaction.

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

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

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contact.history-displayed-columns

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

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

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

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

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contact.history-displayed-columns-treeview

Default Value: Subject,Status,StartDate

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

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

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

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contact.history.filters-<attribute>

Default Value:

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

Changes Take Effect: At the next contact search.

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

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contact.history.media-filters

Default Value: voice,email,chat,sms

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

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

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

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contact.history-search-attributes

Default Value: Status,StartDate,EndDate,Subject

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

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

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

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contact.last-called-agent.enable

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

When set to true, the the attributes LastCalledAgent_EmployeeID, LastCalledAgent_TimeStamp, LCA_EmplID_<interaction-media-type> and LCA_TimeStamp_<interaction-media-type> of the contact are set in contact profile when an interaction is presented to the Agent.

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

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

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

Default Value: true

Valid Values: true,false

Changes Take Effect: Immediately.

This option can be used as a template to create a media specific option. When set to true, the attributes LastCalledAgent_EmployeeID, LastCalledAgent_TimeStamp, LCA_EmplID_<interaction-media-type> and LCA_TimeStamp_<interaction-media-type> of the contact are set in contact profile when an interaction of the given media type is presented to the Agent.

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

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

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

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contact.lookup.enable

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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

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contact.lookup.enable-create-contact

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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

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contact.lookup.<media-type>.enable

Default Value: true

Valid Values: true,false

Changes Take Effect: Immediately.

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

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

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

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

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

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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

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

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contact.mandatory-attributes

Default Value: FirstName,LastName

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

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

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

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contact.metrics.enable-interactions-in-progress

Default Value: true

Valid Values: true, false

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

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

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contact.metrics.time-frame-customer-notification

Default Value: 1

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

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

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

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contact.multiple-value-attributes

Default Value: EmailAddress,PhoneNumber

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

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

A list of contact attributes that can support multiple values.

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contact.myhistory-default-time-filter-main

Default Value: 1W

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

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

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

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

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contact.myhistory-displayed-columns

Default Value: Status,Subject,StartDate,EndDate

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

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

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

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contact.myhistory-displayed-columns-treeview

Default Value: Subject,Status,StartDate

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

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

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

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contact.threading-ucs-interaction.enable

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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contact.timeout-delay

Default Value: 60

Valid Values: An integer from 1 through 3600.

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

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

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

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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

This option replaces contact.ucs-interaction.enable

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

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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

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

Default Value: false

Valid Values: true, false

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

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

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

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

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dial-plan-rule-<name>

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

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

Sample:

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

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

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disaster-recovery.auto-restore

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

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

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disaster-recovery.disable-login-errors

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

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

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disaster-recovery.enabled

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

Specifies whether Disaster Recovery functionality is activated or not.

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disaster-recovery.peer-site

Default Value: DRPeer

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

Changes Take Effect: When the application is started or restarted

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

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disaster-recovery.preferred-site

Default Value: Preferred

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

Changes Take Effect: When the application is started or restarted

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

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disaster-recovery.restore-agent-state

Default Value: true

Valid Values: true, false

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

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

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disaster-recovery.timeout

Default Value: 60

Valid Values: valid integer

Changes Take Effect: When the application is started or restarted

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

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disaster-recovery.wait-for-sipphone-timeout

Default Value: 0

Valid Values: valid integer 0 - means infinite

Changes Take Effect: When the application is started or restarted

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

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display-format.acd-queue.name

Default Value: \$ACDQueue.Alias\$

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

Changes Take Effect: Immediately.

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

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display-format.agent-name

Default Value: \$Agent.FullName\$

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

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

Changes Take Effect: Immediately.

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

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display-format.caller-name

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

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

Changes Take Effect: Immediately.

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

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

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display-format.case-name-format

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

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

Changes Take Effect: Immediately

Defines the display format of the case label that is currently used by the application by specifying a string that contains the following field codes:

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

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display-format.chat-agent-name

Default Value: \$ChatAgent.FullName\$

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

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

Changes Take Effect: Immediately.

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

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display-format.current-agent-name

Default Value: \$Agent.FullName\$

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

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

Changes Take Effect: Immediately.

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

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

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display-format.customer-name-format

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

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

Changes Take Effect: Immediately

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

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display-format.interaction-callback-name

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

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

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

Changes Take Effect: Immediately.

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

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display-format.interaction-chat-name

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

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

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

Changes Take Effect: Immediately.

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

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display-format.interaction-email-name

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

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

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

Changes Take Effect: Immediately.

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

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display-format.interaction-im-name

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

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

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

Changes Take Effect: Immediately.

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

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

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

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

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

Changes Take Effect: Immediately.

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

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

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

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

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

Changes Take Effect: Immediately.

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

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display-format.interaction-queue.name

Default Value: \$InteractionQueue.DisplayName\$

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

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

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

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display-format.interaction-sms-name

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

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

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

Changes Take Effect: Immediately.

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

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display-format.interaction-voice-name

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

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

list:

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

Changes Take Effect: Immediately.

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

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display-format.interaction-workitem-name

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

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

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

Changes Take Effect: Immediately.

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

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display-format.routing-point.name

Default Value: `$RoutingPoint.Alias$`

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

Changes Take Effect: Immediately.

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

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editor.font-size-units

Default Value: point

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

Changes Take Effect: At the next interaction.

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

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email.attachment-download-timeout

Default Value: 20

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

Changes Take Effect: Immediately.

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

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email.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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email.default-queue

Default Value:

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

Changes Take Effect: At the next interaction.

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

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email.forward-queue

Default Value:

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

Changes Take Effect: Immediately.

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

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email.from-addresses

Default Value: \$EMAILSERVER\$

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

Changes Take Effect: At the next interaction.

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

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email.html-format

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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email.include-original-text-in-reply

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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email.max-attachments-size

Default Value: 0

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

Changes Take Effect: At the next interaction.

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

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

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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email.outbound-queue

Default Value:

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

Changes Take Effect: Immediately.

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

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email.prompt-for-done

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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email.pull-from-history-isenabled

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

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email.qa-review-dispositions-business-attribute

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

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

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email.quote-char

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

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

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email.reply-format

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

Specifies the format of an outbound e-mail reply.

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

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

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

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email.reply-prefix

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

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

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

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email.restricted-attachment-file-types

Default Value: No default value

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

Changes Take Effect: At the next interaction.

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

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email.ringing-bell

Default Value: Sounds\Ring.mp3

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

Changes Take Effect: At the next interaction.

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

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email.set-ownerid-on-send

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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email.signature

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

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

1) The type of signature template:

a) "file" for a file.

b) "response" for a response from the Standard Response Library.

2) The location of the signature template:

a) The file name and folder relative to the application folder. For example, "file:Signatures\Signature.txt".

b) The response name and full path of the parent category in the Standard Response Library. For example, "response:Signatures\Classic".

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

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email.toast-information-key

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

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

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expression.email-address

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

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

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expression.phone-number

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

Valid Values: A regular expression

Changes Take Effect: At the next interaction.

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

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expression.phone-number.supported-characters

Default Value: 0123456789#*

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

Changes Take Effect: At the next interaction.

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

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expression.url

Default Value:

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

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

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

Valid Values: A regular expression representing a URL.

Changes Take Effect: At the next interaction.

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

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gadget-statistics.displayed-call-center-statistics

Default Value:

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

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

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

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gadget-statistics.displayed-kpis

Default Value:

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

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

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

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

Default Value: 5

Valid Values: an integer value

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

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

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gadget-statistics.show

Default Value: true

Valid Values: true, false

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

Set to true to show the gadget of statistics.

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gadget.window-title

Default Value: \$Window.Title\$

Valid Values:

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

Changes Take Effect: Immediately.

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

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

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general.configuration-update-notification

Default Value: All

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

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

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

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

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general.gad.attached-data

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

GD_TransferTargetType,GD_TransferTargetId,...

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general.non-unicode-connection-encoding

Default Value:

Valid Values: .Net Name of Code Page Identifier

Changes Take Effect: When the application is started or restarted

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

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

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

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im.agent.prompt-color

Default Value:

1. FF385078

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

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

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im.agent.text-color

Default Value:

1. FF385078

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

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

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im.auto-answer

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

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

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im.new-message-bell

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

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

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im.other-agent.prompt-color

Default Value:

1. FFD88000

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

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

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im.other-agent.text-color

Default Value:

1. FFD88000

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

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

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im.prompt-for-end

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

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

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im.ringing-bell

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

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

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im.system.text-color

Default Value:

1. FF8C8C8C

Valid Values: Valid Hexidecial (HTML) color code

Changes Take Effect: Immediately.

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

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im.time-stamp

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

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

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im.toast-timeout

Default Value: 10

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

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

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interaction-bar.detail-tooltip.max-height

Default Value: 164

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

Changes Take Effect: Immediately.

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

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interaction.case-data.content

Default Value: History,CaseData

Valid Values:

Changes Take Effect: At the next interaction.

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

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

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interaction.case-data.enable-url-preview

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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interaction.case-data.format-business-attribute

Default Value:

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

Changes Take Effect: At the next interaction

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

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

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

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

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interaction.case-data.frame-color

Default Value:

1. FFFFBA00

Valid Values: Valid Hexidecial (HTML) color code

Changes Take Effect: At the next interaction.

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

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interaction.case-data.header-foreground-color

Default Value:

1. FF15428B

Valid Values: Valid Hexidecial (HTML) color code

Changes Take Effect: At the next interaction.

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

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

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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interaction.consult-user-data

Default Value: public

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

Changes Take Effect: Immediately.

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

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

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

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interaction.disposition.is-mandatory

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately.

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

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

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately.

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

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interaction.disposition.key-name

Default Value: DispositionCode

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

Changes Take Effect: Immediatly

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

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interaction.disposition.use-attached-data

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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interaction.disposition.use-connection-id

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediatly.

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

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interaction.disposition.value-business-attribute

Default Value: DispositionCode

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

Changes Take Effect: Immediatly

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

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interaction.evaluate-real-party-for-agent

Default Value: true

Valid Values: true, false

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

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

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interaction-management.available-interaction-page-sizes

Default Value: 5,10,25,50

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

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

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

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interaction-management.filters

Default Value:

Valid Values: A comma-separated list of Filter names.

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

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

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interaction-management.interactions-filter.displayed-columns

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

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

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

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

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interaction.override-option-key

Default Value: IW_OverrideOptions

Valid Values: Comma separated list of transaction object

Changes Take Effect: At the next interaction.

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

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interaction.reject-route

Default Value:

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

Changes Take Effect: At the next interaction.

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

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interaction.window.popup-topmost-z-order

Default Value: false

Valid Values: true, false

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

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

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

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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interaction.window.show-in-taskbar

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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interaction.window-title

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

Valid Values:

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

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

Defines the title of the interaction window that appears in the Windows Task Bar by specifying a string that contains the following field

codes: \$Window.Title\$, \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$
option can be overridden by a routing strategy as described in Deployment Guide.

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interactions.window.allows-transparency-on-winos6

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

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

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intercommunication.chat.conference.invite-timeout

Default Value: 30

Valid Values: from 30 to MAXINT

Changes Take Effect: At the next interaction.

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

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intercommunication.chat.queue

Default Value:

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

Changes Take Effect: At the next interaction.

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

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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.

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intercommunication.chat.routing-based-targets

Default Value:

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

Changes Take Effect: At the next interaction.

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

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intercommunication.email.queue

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

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

IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedRequ

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intercommunication.email.routing-based-actions

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

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

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intercommunication.email.routing-based-targets

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

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

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intercommunication.im.routing-based-actions

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

Defines the list of Routing Based actions.

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intercommunication.im.routing-based-targets

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

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

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intercommunication.im.routing-points

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

\$dn_name@switch\$

Changes Take Effect: At the next interaction.

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

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedRequestType, IW_RoutingBasedLocation.

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intercommunication.sms.queue

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

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

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedRequestType

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intercommunication.sms.routing-based-actions

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

OneStepTransfer.

Changes Take Effect: At the next interaction.

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

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intercommunication.sms.routing-based-targets

Default Value:

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

Changes Take Effect: At the next interaction.

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

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intercommunication.voice.routing-based-actions

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

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

Changes Take Effect: At the next interaction.

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

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intercommunication.voice.routing-based-targets

Default Value:

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

Changes Take Effect: At the next interaction.

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

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intercommunication.voice.routing-points

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

\$dn_name@switch\$

Changes Take Effect: At the next interaction.

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

IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedReq

IW_RoutingBasedLocation.

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intercommunication.<media-type>.queue

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

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

The following attached data are added by Interaction Worskpace:

IW_RoutingBasedOriginalEmployeeId,IW_RoutingBasedTargetId,IW_RoutingBasedTargetType,IW_RoutingBasedReq

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

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

OneStepTransfer.

Changes Take Effect: At the next interaction.

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

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

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

InteractionQueue

Changes Take Effect: At the next interaction.

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

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keyboard.hotkey.agent-not-ready

Default Value:

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

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

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

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

Default Value:

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

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

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

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keyboard.hotkey.agent-ready

Default Value:

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

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

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

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

Default Value:

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

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

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

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

Default Value:

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

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

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

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keyboard.hotkey.hold-active-call

Default Value:

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

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

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

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

Default Value:

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

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

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

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

Default Value:

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

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

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

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

Default Value:

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

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

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

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

Default Value:

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

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

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

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keyboard.hotkey.release-active-call

Default Value:

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

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

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

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keyboard.hotkey.toaster.accept

Default Value:

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

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

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

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keyboard.hotkey.toaster.decline

Default Value:

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

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

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

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keyboard.shortcut.action.help

Default Value: F1

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

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

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

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keyboard.shortcut.contact.assigncontact

Default Value: Ctrl+A

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

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

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

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keyboard.shortcut.contact.reset

Default Value: Ctrl+R

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

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

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

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keyboard.shortcut.contact.save

Default Value: Ctrl+S

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

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

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

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keyboard.shortcut.interaction.chat.conference

Default Value:

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

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

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

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keyboard.shortcut.interaction.chat.end

Default Value:

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

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

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

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keyboard.shortcut.interaction.chat.transfer

Default Value:

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

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

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

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keyboard.shortcut.interaction.consult

Default Value:

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

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

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

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keyboard.shortcut.interaction.email.add-attachments

Default Value:

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

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

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

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

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keyboard.shortcut.interaction.email.delete

Default Value:

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

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

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

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keyboard.shortcut.interaction.email.forward

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to forward the inbound e-mail to an external resource.

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keyboard.shortcut.interaction.email.interim-send

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the Interim Send operation on the outbound e-mail.

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keyboard.shortcut.interaction.email.print

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to print the e-mail.

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keyboard.shortcut.interaction.email.reply

Default Value: Ctrl+R

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the Reply operation on an inbound e-mail.

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keyboard.shortcut.interaction.email.reply-all

Default Value: Ctrl+Shift+A

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to execute the Reply All operation on an inbound e-mail.

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keyboard.shortcut.interaction.email.save

Default Value: Ctrl+S

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to save the outbound e-mail.

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keyboard.shortcut.interaction.email.save-in-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to store the e-mail in the default workbin.

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keyboard.shortcut.interaction.email.send

Default Value: Ctrl+Return

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to send the outbound e-mail.

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keyboard.shortcut.interaction.email.transfer

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the e-mail.

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keyboard.shortcut.interaction.im.release

Default Value: Ctrl+D

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to end Instant Messaging session.

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keyboard.shortcut.interaction.mark-done

Default Value: Ctrl+E

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to mark the interaction done.

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keyboard.shortcut.interaction.preview.call-record

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to dial the Outbound preview contact number.

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keyboard.shortcut.interaction.preview.cancel-record

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to decline (do not call this contact for this campaign) the outbound preview record.

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keyboard.shortcut.interaction.preview.mark-done

Default Value:

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to mark the outbound preview record done

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keyboard.shortcut.interaction.preview.mark-done-get-next

Default Value:

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to get next record from the outbound preview campaign.

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keyboard.shortcut.interaction.preview.reject-record

Default Value:

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to decline (call the contact later) the outbound preview record.

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keyboard.shortcut.interaction.sms.delete

Default Value:

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to delete the outbound SMS interaction.

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keyboard.shortcut.interaction.sms.transfer

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the SMS interaction.

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keyboard.shortcut.interaction.voice.answer-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to answer the voice call.

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keyboard.shortcut.interaction.voice.hold-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to put the voice call on hold.

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keyboard.shortcut.interaction.voice.pause-recording-call

Default Value:

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier

key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to pause the recording of the voice call.

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keyboard.shortcut.interaction.voice.reconnect-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to reconnect the voice call.

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keyboard.shortcut.interaction.voice.release-call

Default Value: Ctrl+D

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to release the voice call.

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keyboard.shortcut.interaction.voice.resume-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to resume the voice call.

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keyboard.shortcut.interaction.voice.resume-recording-call

Default Value:

Valid Values: Only the name of a key or a key combination that begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to resume the recording of the voice call.

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keyboard.shortcut.interaction.voice.single-step-conference

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to instant conference the voice call.

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keyboard.shortcut.interaction.voice.single-step-transfer

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to instant transfer the voice call.

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keyboard.shortcut.interaction.voice.start-recording-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to start recording the voice call.

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keyboard.shortcut.interaction.voice.stop-recording-call

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop the recording of the voice call.

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keyboard.shortcut.interaction.webcallback.call-contact

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to dial the web callback contact number.

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keyboard.shortcut.interaction.webcallback.mark-done

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to mark the web callback interaction done.

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keyboard.shortcut.interaction.workitem.move-to-workbin

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following

modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to move the workitem interaction into the default workbin.

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keyboard.shortcut.interaction.workitem.transfer

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to transfer the workitem interaction.

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keyboard.shortcut.state.logout

Default Value: Ctrl+Alt+X

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to logout from the application.

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keyboard.shortcut.state.not-ready

Default Value: Ctrl+Alt+N

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to make the agent globally not ready.

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keyboard.shortcut.state.not-ready-after-call-work

Default Value: Ctrl+Alt+Z

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to set the agent in after call work.

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keyboard.shortcut.state.ready

Default Value: Ctrl+Alt+R

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to make the agent globally ready.

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keyboard.shortcut.teamlead.chat.bargein

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to barge in the supervised chat interaction.

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keyboard.shortcut.teamlead.chat.stop-monitoring

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop the supervision of the chat

interaction.

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keyboard.shortcut.teamlead.stop-monitoring

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop supervising the multichannel conversation.

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keyboard.shortcut.teamlead.voice.bargein

Default Value:

Valid Values: The name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to barge-in the supervised voice interaction.

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keyboard.shortcut.teamlead.voice.coaching

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to start coaching the voice interaction.

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keyboard.shortcut.teamlead.voice.monitor

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following

modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to switch from coaching to monitoring the voice call. Works only for Cisco Call Manager switch.

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keyboard.shortcut.teamlead.voice.stop-monitoring

Default Value:

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to stop the supervision of the voice interaction.

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keyboard.shortcut.toaster.accept

Default Value: Ctrl+G

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to accept the incoming interaction.

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keyboard.shortcut.toaster.decline

Default Value: Ctrl+M

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, Alt, and Win, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: When the application is started or restarted.

The combination of keys that can be used as a keyboard shortcut to decline the incoming interaction.

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kpi.displayed-kpis

Default Value:**Valid Values:** A comma-separated list of KPI names.**Changes Take Effect:** When the application is started or restarted.

Defines the KPIs that are displayed to the agent. The KPI names refer to the names of the Application Option sections that are defining the KPIs.

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kpi.refresh-time

Default Value: 10**Valid Values:** An integer value greater than 0.**Changes Take Effect:** When the application is started or restarted.

Defines the frequency of notification (in seconds) for statistics.

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kpi.show-agent-groups

Default Value: true**Valid Values:** true, false**Changes Take Effect:** When the application is started or restarted.

Specify if agent group KPI information is displayed to the agent for all groups to which the agent is a member.

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license.lrm-enabled

Default Value: false**Valid Values:** true, false**Changes Take Effect:** When the application is started or restarted.

Specifies whether the Interaction Workspace signature is recognized by Genesys License Reporting Manager.

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log.default-filter-type

Default Value: Copy

Valid Values: Select a value from the following list:

- copy
- skip
- hide
- hide-first,<n>
- unhide-last,<n>
- unhide-first,<n>
- unhide-last,<n>
- custom-filter,<KeyPrefix>,<KeyPost>,<ValuePrefix>,<ValuePost>

The filter 'custom-filter' enables you to define some KeyPrefix, KeyPost, ValuePrefix, ValuePost.

Example: log.default-filter-type: custom-filter,<,>,<#,#>

Changes Take Effect: Immediately.

Specifies the default view of KVList information (including UserData, Extensions, and Reasons) in the log.

It is applied to the attributes of all KVList pairs except those that are explicitly defined in the log-filter-data key.

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log.ESDK

Default Value: All

Valid Values: One value from this list: All, Debug, Trace, Interaction, Alarm

Changes Take Effect: Immediately.

Defines the level of logging for API ESDK.

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log.expire

Default Value: 10

Valid Values: An integer value from 1 through 100.

Changes Take Effect: Immediately.

Specifies if log files are stored. If they are stored, specifies the maximum number of files (segments) to be stored before the oldest file is removed. \$number\$ Sets the maximum number of log files to store.

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log.filter-data.<keyName>

Default Value: Copy

Valid Values: Select a value from the following list:

- copy
- skip
- hide
- hide-first,<n>
- unhide-last,<n>
- unhide-first,<n>
- unhide-last,<n>
- custom-filter,<KeyPrefix>,<KeyPost>,<ValuePrefix>,<ValuePost>

The filter 'custom-filter' enables you to define KeyPrefix, KeyPost, ValuePrefix, and ValuePost.

Example: log.filter-data.Subject: custom-filter,>,<,>#,#<

Changes Take Effect: Immediately.

Defines the treatment of specific data in the log.

It overrides the general settings specified by the log.default-filter-type option.

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log.max-age

Default Value: 10

Valid Values: An integer value from 0 in days

Changes Take Effect: When the application is started or restarted.

Specifies the maximum number of days for which Interaction Workspace log files are kept. If the option value is greater than 0, the application deletes the old log files (older than the value of this option) at startup. If the option value is set to 0, log files are not deleted at startup.

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log.PSDKK

Default Value: Standard

Valid Values: One value from this list: All, Debug, Trace, Interaction, Standard, Alarm

Changes Take Effect: Immediately.

Define the level of logging for the PSDK API.

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log.segment

Default Value: 10MB

Valid Values: \$number\$ KB or \$number\$ Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB. \$number\$ MB Sets the maximum segment size, in megabytes.

Changes Take Effect: When the application is started or restarted.

If set, specifies that there is a segmentation limit for a log file and defines the limit size in either kilobytes (KB) or megabytes (MB). If the current log segment exceeds the defined size, the file is closed and a new one is created.

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log.Trace

Default Value: \$Application.RootApplicationData\$\log\InteractionWorkspace

Valid Values: A valid URL.

Changes Take Effect: Immediately.

Defines the full path of the log file. The file name uses the following extension: `?.%date{yyyyMMdd_HHmms_fff}.log?`. The full path can also contain the following field codes:

`$Agent.UserName$, $Agent.LastName$, $Agent.FirstName$, $Agent.EmployeeId$, $Application.Exe$, $Application.Ap`
(X: name of environment variable).

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log.verbose

Default Value: Trace

Valid Values: Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None

Changes Take Effect: Immediately.

Defines the level of logging. If set to None, the trace is turn off in the Interaction Workspace log file. For the other value, if the Interaction Workspace log file doesn't exist, it is created by the application.

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login.chat.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted

If the Chat channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

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login.chat.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the chat channel.

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login.chat.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the chat channel is automatically set to the Ready state at login.

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login.default-place

Default Value:

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the application is started or restarted.

Specifies the place name that is populated by default during login. This option can use the \$Agent.DefaultPlace\$ variable. If the agent has a default place that is specified in the agent configuration, then that place is used. However, if no default place exists, then the agent must enter their place in the Place field).

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login.email.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted

If the E-Mail channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

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login.email.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the e-mail channel.

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login.email.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the e-mail channel is automatically set to the Ready state at login.

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login.enable-login-without-channel

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether agents can login to the Interaction Workspace application without being logged in to any channels.

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login.enable-place-completion

Default Value: true

Valid Values: true or false

Changes Take Effect: When the application is started or restarted.

This option is used for performance issue at login time (when a lot of agents logs in at the same time). Set this option to false to disable the load of all the places when the Interaction Workspace is started. This improves the performance if there are a lot of places in your environment. The

restriction with this option set to false is that there is no longer a list of available places in the 2nd login panel.

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login.enable-same-agent-place

Default Value: true

Valid Values: true,false,prompt

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can login on the same Place from different workstations. The value **prompt** allows the agent to login on the same Place from different workstations, but the agent is first prompted for confirmation before an additional login is permitted.

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login.im.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted

If the Instant Messaging channel is automatically set to NotReady when the agent logs in, this option defines the NotReady Reason code.

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login.im.available-queues

Default Value: ACDQueue

Valid Values: A comma-separated list of valid object types from the following list: ACDQueue, RoutingPoint, VirtualQueue

Changes Take Effect: When the application is started or restarted.

Enables agents to choose a login queue from a drop-down list or to enter the login queue manually. If this option is empty, agents can type any valid login queue name. If set to "ACDQueue", "RoutingPoint" , "VirtualQueue" or " ACDQueue,RoutingPoint" agents can select one of the defined queues or routing points from a drop-down list.

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login.im.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

Specifies whether the agent can select and unselect (activate and deactivate) Instant Messaging channels.

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login.im.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

In case Instant Messaging channel is automatically set to NotReady at login, this option defines the NotReady Reason code.

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login.im.prompt-agent-login-id

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select a login id from the configured ones for the IM channel in the login window.

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login.im.prompt-dn-password

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter his password for the IM channel in the login window.

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login.im.prompt-queue

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter the ACD Queue for the IM channel in the login window.

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login.prompt-place

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter his place in the login window.

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login.sip-cluster.phone-number

Default Value:

Valid Values: Any valid device number or a string that contains one of the following field codes: \$Agent.EmployeeId\$.

Changes Take Effect: When the application is started or restarted.

Specifies the device number that is used to log an agent to the SIP Cluster. This option can use the \$Agent.EmployeeId\$ variable. If the value of the option is empty, the agent must enter her or his phone number for the voice channel in the Login view.

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login.sip-cluster.store-recent-phone-number

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the phone number that was typed during the most recent login to SIP Cluster infrastructure is stored in the user profile so that it can be restored during the next login. This option is available if the login.sip-cluster.phone-number option is empty.

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login.sms.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted

If the SMS channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

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login.sms.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (activate and deactivate) the SMS channel.

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login.sms.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the SMS channel is automatically in the ready state at agent login.

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login.store-recent-place

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the most recently used Place is stored. This option is available if the login.default-place option is not set to \$Agent.DefaultPlace\$.

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login.voice.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted

If the Voice channel is automatically set to NotReady when the agent logs in, this option defines the NotReady Reason code.

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login.voice.available-queues

Default Value: ACDQueue

Valid Values: A comma-separated list of valid object types from the following list: ACDQueue, RoutingPoint, VirtualQueue

Changes Take Effect: When the application is started or restarted.

Enables agents to choose a login queue from a drop-down list or to enter the login queue manually. If this option is empty, agents can type any valid login queue name. If set to "ACDQueue", "RoutingPoint", "VirtualQueue" or "ACDQueue,RoutingPoint" agents can select one of the defined queues or routing points from a drop-down list.

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login.voice.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

Specifies whether the agent can select and unselect (activate and deactivate) voice channels.

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login.voice.force-relogin

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

Specifies whether the voice channels should be re-logged on automatically if logged off from outside the application.

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login.voice.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted

Specifies whether the voice channels are in the Ready state at login.

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login.voice.prompt-agent-login-id

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether the agent can select a login id from the configured ones for the voice channel in the login window.

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login.voice.prompt-dn-less-phone-number

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether a DN-less phone number is prompted for in the login window. This option is specific to SIP Server environment.

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login.voice.prompt-dn-password

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter his password for the voice channel in the login window.

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login.voice.prompt-queue

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent must enter the ACD Queue for the voice channel in the login window.

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login.webcallback.auto-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted

Specifies the Not Ready Reason that is displayed after an agent logs in on a channel that is not automatically set to Ready. The Not Ready Reason corresponds to the name of a Not Ready Action Code. If the reason is empty, no Not Ready Reason is displayed for the channel at log in time if the channel is in the Not Ready state. This option is ignored if the option `login.webcallback.is-auto-ready` is set to 'true'.

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login.webcallback.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the Web Callback channel.

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login.webcallback.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the Web Callback channel is automatically set to the Ready state at login.

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login.workmode

Default Value: unknown

Valid Values: unknown, auto-in, manual-in

Changes Take Effect: When the application is started or restarted or if the agent changes place.

Specifies the workmode that is applied when the voice DN logs in. If set to 'auto-in', the agent is automatically in Ready state. If set to 'manual-in', the agent must manually activate the Ready state. To determine whether your switch supports the workmode, refer to the Deployment Guide of the relevant T-Server.

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login.<media-type>.auto-not-ready-reason

Default Value: false

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted.

If the indicated workitem channel is automatically set to NotReady when an agent logs in, this option defines the NotReady Reason code.

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login.<media-type>.can-unactivate-channel

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can select and unselect (auto-login or not) the specified Workitem channel.

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login.<media-type>.is-auto-ready

Default Value: false

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the indicated workitem channel is automatically set to the Ready state at login.

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logout.enable-exit-on-logoff-error

Default Value: true

Valid Values: true,false,prompt

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent can log out from the application even if one of the voice channel log offs resulted in an error.

The value **prompt** allows the agent to log out of the application if a log off channel error occurs. The agent is first prompted for confirmation before logging out the application.

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main-window.dockable

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Enables the docking feature of the Main Window. If set to true, the Main Window can be docked to the top or the bottom of the display. If set to false, the Main Window is not dockable.

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main-window.window-title

Default Value: \$Window.Title\$

Valid Values:

\$Window.Title\$, \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$,

Changes Take Effect: Immediately.

Defines the title of the Main Window that appears in the Windows Task Bar by specifying a string that contains the following field

codes: \$Window.Title\$, \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$. If all field codes are empty, the following field codes are used: \$Window.Title\$.

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openmedia.bundle.sms

Default Value: sms,smssession

Valid Values: A comma-separated list of valid media type names

Changes Take Effect: When the application is started or restarted.

Defines the list of media types that are used to implement the SMS channel. This list can contain 'sms' (SMS Page mode) and/or smssession (SMS Session Mode)

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openmedia.workitem-channels

Default Value:

Valid Values: A comma-separated list of valid Media Types.

Changes Take Effect: When the application is started or restarted.

Specifies the list of Workitem channels that are used by the agent.

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options.record-option-locally-only

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the display settings for the agent are stored locally or in the agent annex.

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outbound.call-result-automatically-selected

Default Value:

Valid Values: Select one value from the list.

Changes Take Effect: At the next interaction.

Specifies the call result to be selected by default for outbound records. The specified call result must be defined by the values that are specified for the 'outbound.call-result-values' option. If set to an empty value, the current call result of the outbound record is selected, or 'unknown' is selected if there is no current value.

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outbound.call-result-values

Default Value: Answered,AnsweringMachine,Busy,NoAnswer,WrongNumber

Valid Values: Select at least one item from the list.

Changes Take Effect: At the next interaction.

The list of call results that are available for the agent to use for outbound interaction. The call results are displayed in the order in which they appear in the list.

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outbound-callback.ringing-bell

Default Value:

Valid Values: All special characters that are valid Windows file path, '

Changes Take Effect: At the next interaction.

Specifies the sound-configuration string of a scheduled callback pushed to the agent as a preview. For example: "Sounds\Ring.mp3"

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outbound.campaign-stale-timeout

Default Value: 0

Valid Values: An integer value

Changes Take Effect: When the application is started or restarted.

Records remain editable for a specified period of time after a campaign is unloaded, to reflect the Outbound Contact Server (OCS) OCServer section `stale_clean_timeout` option. A value of 0 means that the outbound record becomes read-only when the campaign is unloaded. A positive value is the duration, in minutes, during which the outbound record remains editable. A value of -1 means that the outbound record is always editable (however, this action may fail in the OCS).

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outbound.fields.float-separator-in-db

Default Value:

Valid Values: A valid float separator. Typical float separators are: '.', ',', '\'

Changes Take Effect: Immediately.

Specifies the separator that is used for floating point numbers in the database for outbound fields. This option should be used when the decimal symbol in the regional settings of the agent workstation is different from the one provided by the database.

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outbound.push-preview.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether a push preview outbound interaction is automatically accepted when Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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outbound.push-preview.media-types

Default Value: outboundpreview

Valid Values:

Changes Take Effect: When the application is started or restarted.

The list of media types that are available for the agent to use for outbound push-preview interactions.

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outbound.push-preview.use-combined-channel

Default Value: true

Valid Values: true,false

Changes Take Effect: When the application is started or restarted.

Specifies whether the outboundpreview channel is combined with the voice channel in the User Interface. If set to 'true', only the voice channel is presented, and any change in the status of one channel is applied to the other channel

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outbound.record-information.frame-color

Default Value:

1. FFDFE8F6

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: At the next interaction.

Specifies the color of the border of the Record Information view frame of Outbound interactions. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in Deployment Guide.

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outbound.record-information.header-foreground-color

Default Value:

1. FF15428B

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: At the next interaction.

Specifies the color of the foreground of the Record Information view frame of Outbound interactions. Example #FFFFFF for white color. This option can be overridden by a routing strategy as described in Deployment Guide.

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outbound.sound.campaign-updated

Default Value:**Valid Values:** All special characters that are valid Windows file path, '**Changes Take Effect:** At the next interaction.

Specifies the sound-configuration string when the campaign status is updated. For example: "Sounds\
Ring.mp3

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outbound.treatment-mode

Default Value: none**Valid Values:** Select one value from the following list: personal,campaign,none.

none: The application never applies any treatment to mark processed requests.

campaign: The treatment RecordTreatCampaign is applied to the record when a mark processed action is executed.

personal: The treatment RecordTreatPersonal is applied to the record when a mark processed action is executed.

Note: campaign and personal are valid unless a call has been rescheduled by the agent.

Changes Take Effect: Immediately.

Specifies the type of treatment to be applied for the outbound record after it is marked as processed. If set to none, no treatment is applied for the outbound record.

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presence.evaluate-presence

Default Value: true**Valid Values:** true or false**Changes Take Effect:** When the application is started or restarted.

Specify whether to evaluate presence or not. Set this option to true if the presence must be evaluated for agents, agent groups, T-Server queues, routing points, and interaction queues.

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printing.use-print-preview

Default Value: true**Valid Values:** true, false**Changes Take Effect:** Immediately.

Specifies whether a print preview is shown when the user request to print a document.

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security.disable-rbac

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Disables role based access (RBAC). If this option is set to true, all the Interaction Workspace tasks are available to the agents. If this option is set to false, the list of agent tasks must be defined in Genesys Administrator.

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security.enable-debug-information

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately.

Specifies if the agent is able to display the Debug part (with buttons 'Exe','Logs','GC',...) in the about window.

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security.inactivity-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted.

Specify the not-ready reason if the status of an agent is automatically set to not-ready following agent inactivity detection.

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security.inactivity-set-agent-not-ready

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies if the agent status is automatically set to not-ready when agent inactivity is detected.

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security.inactivity-timeout

Default Value: 0

Valid Values: An integer value. If set to 0, inactivity is not taken into account.

Changes Take Effect: When the application is started or restarted.

Specifies the agent-inactivity timeout interval, in minutes. If the agent has been inactive (not using the mouse or keyboard) for longer than the inactivity timeout interval, the agent must reauthenticate to be able to use the Interaction Workspace application.

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sip-cluster.data-center-locations

Default Value:

Valid Values:

Changes Take Effect: When the application is started or restarted.

Specifies the list of data center locations that are available for SIP Clustering.

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sip-cluster.reconnect-timeout

Default Value: 10

Valid Values: from 0 to MAXINT

Changes Take Effect: Immediately.

In SIP Cluster environment, specifies the duration, in seconds, between each attempt to reconnect to SIP Server (TController) and/or Stat Server in the case of a connection loss.

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sipendpoint.audio.headset.audio_in_agc_enabled

Default Value: 1

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether AGC (automatic gain control) is enabled for headset audio (outgoing audio stream).

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sipendpoint.audio.incoming.use_agc

Default Value: 1

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether AGC (automatic gain control) is enabled for incoming calls.

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sipendpoint.authenticate-with-dn-password

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the DN password that is specified in the Login window is used to authenticate at the SIP Endpoint level.

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sipendpoint.exit-on-voice-logoff

Default Value: false

Valid Values: true, false

Changes Take Effect: At next Log Off operation or at next login.

Specifies whether Interaction Workspace SIP Endpoint is unregistered and stopped if the voice channel is logged off manually by an agent. If the value of this option is set to 'true', the corresponding voice DN is also unregistered from SIP Server and therefore Interaction Workspace does not get notifications of any activity that occurs on it. If an agent manually Logs On to the voice channel, the corresponding DN is registered again and Interaction Workspace SIP Endpoint is restarted.

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sipendpoint.genesyslab.beeptone.beeptone_timeout

Default Value: 30000

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the timeout interval, in milliseconds, for the beep tone.

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sipendpoint.genesyslab.beeptone.enable_beeptone

Default Value: 1

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the beep tone is enabled.

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sipendpoint.genesyslab.beeptone.play_locally

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the beep tone is played locally.

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sipendpoint.genesyslab.control.auto_answer

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether inbound calls are answered automatically.

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sipendpoint.genesyslab.device.audio_in_device

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sipendpoint.genesyslab.device.audio_out_device

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sipendpoint.genesyslab.device.error_code_when_headset_na

Default Value: 480

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the error code that is sent when the call is rejected because of unavailability of a headset.

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sipendpoint.genesyslab.device.headset_name

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sipendpoint.genesyslab.device.manual_audio_devices_configure

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies that the agent is using a non-USB headset.

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sipendpoint.genesyslab.device.reject_call_when_headset_na

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether incoming calls are rejected if the headset is unavailable.

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sipendpoint.genesyslab.device.use_headset

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether a USB headset is used by the agent.

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sipendpoint.genesyslab.dtmf.pause_start_stop_dtmf

Default Value: 100

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the time interval, in milliseconds, between each DTMF.

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sipendpoint.genesyslab.dtmf.play_locally

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether dtmf are played locally.

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sipendpoint.genesyslab.system.log_level_AbstractPhone

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for the abstract phone.

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sipendpoint.genesyslab.system.log_level_Audio

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for audio.

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sipendpoint.genesyslab.system.log_level_Auto Configuration

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for auto configuration.

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sipendpoint.genesyslab.system.log_level_CCM

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for CCM.

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sipendpoint.genesyslab.system.log_level_Conferencing

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for conferencing.

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sipendpoint.genesyslab.system.log_level_Contacts

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for contacts.

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sipendpoint.genesyslab.system.log_level_DNS

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for DNS.

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sipendpoint.genesyslab.system.log_level_Endpoint

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for endpoint.

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sipendpoint.genesyslab.system.log_level_Jitter

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for jitter.

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sipendpoint.genesyslab.system.log_level_Licensing

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for licensing.

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sipendpoint.genesyslab.system.log_level_Media

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for media.

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sipendpoint.genesyslab.system.log_level_Privacy

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for privacy.

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sipendpoint.genesyslab.system.log_level_RTP

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for RTP.

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sipendpoint.genesyslab.system.log_level_Security

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for security.

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sipendpoint.genesyslab.system.log_level_Storage

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for storage.

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sipendpoint.genesyslab.system.log_level_STUN

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for STUN.

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sipendpoint.genesyslab.system.log_level_Transport

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for transport.

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sipendpoint.genesyslab.system.log_level_USB Devices

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for USB devices.

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sipendpoint.genesyslab.system.log_level_Uilities

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for utilities.

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sipendpoint.genesyslab.system.log_level_Voice Quality

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for voice quality.

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sipendpoint.genesyslab.system.log_level_XMPP

Default Value: 0

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

Specifies the log level for XMPP.

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sipendpoint.headset-enforce-configured-usage

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the SIP Endpoint must wait for the detection of the headset that is configured in the 'sipendpoint.genesyslab.device.headset_name' option before finalizing initialization. The agent remains logged out until the headset is detected.

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sipendpoint.headset-replugged-set-ready

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent SIP DN is set automatically to Ready when the headset that is used by the agent is plugged back in.

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sipendpoint.headset-unplugged-not-ready-reason

Default Value:

Valid Values: A valid not ready reason

Changes Take Effect: When the application is started or restarted.

Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged and 'sipendpoint.headset-unplugged-set-not-ready' option is set to 'true'.

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sipendpoint.headset-unplugged-set-not-ready

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

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sipendpoint.init-attempt-nb

Default Value: 10

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

The maximum number of communication attempts between Interaction Workspace and Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the 'interaction-workspace'/sipendpoint.init-attempt-timer' option.

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sipendpoint.init-attempt-timer

Default Value: 1

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

The interval of time, in seconds, between attempts to communicate with the Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the 'interaction-workspace'/sipendpoint.init-attempt-nb' option.

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sipendpoint.log.verbose

Default Value: Trace

Valid Values: Select a value from the following list: All, Debug, Trace, Interaction, Standard, Alarm, None.

Changes Take Effect: When the application is started or restarted.

Defines the global level of logging for the SIP Endpoint Application. If set to None, there is no log file created for the Interaction Workspace SIP Endpoint

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sipendpoint.proxies.proxy0.reregister_in_seconds

Default Value: 3600

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

The interval of time, in seconds, before SIP Endpoint tries reregistration of line 1.

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sipendpoint.proxies.proxy1.reregister_in_seconds

Default Value: 3600

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

The interval of time, in seconds, before SIP Endpoint tries reregistration of line 2.

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sipendpoint.retain-volume-settings-between-sessions

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the headset and microphone volume settings are restored from the settings at the previous session login when Interaction Workspace SIP Endpoint starts.

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sipendpoint.rtp.2833.enabled

Default Value: 1

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether local support for RFC 2833 out-of-band DTMF is enabled. This option works with the system:dtmf:force_send_in_band option as shown in the following table, where (a) is this option and (b) is the system:dtmf:force_send_in_band option. (a) (b) Result 1 1 Send out-of-band 2833; if that is not acceptable, fall back to in-band. 1 0 Send out-of-band 2833; if that is not acceptable, fall back to INFO . 0 1 Send in-band DTMF. 0 0 Send out-of-band INFO. In-band means that the application encodes the DTMF signals in the audio stream as regular sound. Typically, DTMF is not sent in-band, and is only used in specific situations. See system:dtmf:force_send_in_band for examples.

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sipendpoint.rtp.2833.hold_over_time_in_ms

Default Value: 100

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

If Dtmf.force_send_in_band is set to false and rtp2833enabled is set to true, specifies the minimum length of time, in milliseconds, to send 2833 packets. This setting is useful in the scenario where the agent presses a key for a very short time, to ensure that the packet time is longer than the key press

time.

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sipendpoint.rtp.2833.packet_time_in_ms

Default Value: 60

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

If Dtmf.force_send_in_band is set to false and rtp2833enabled is set to true, specifies the time, in milliseconds, between 2833 packets. During this time, only audio is sent. This setting is useful in scenarios where back-to-back 2833 packets are handled.

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sipendpoint.rtp.2833.payload_number

Default Value: 101

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

If Dtmf.force_send_in_band is set to false, specifies the payload number for DTMF.

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sipendpoint.rtp.inactivity.timer_enabled

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the application should hangup when it detects that the RTP session is inactive.

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sipendpoint.sbc-register-address

Default Value:

Valid Values: Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.

Changes Take Effect: When the application is started or restarted.

Specifies the host name or IP Address of the Session Border Controller where the SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the option TServer\sip-address of the SIP Server that

monitors this agent's DN. In Business Continuity environment this corresponds to the preferred site registration.

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sipendpoint.sbc-register-address.peer

Default Value:

Valid Values: Any valid host name (either with or without a Fully Qualified Domain Name) or IP Address.

Changes Take Effect: When the application is started or restarted.

In a Business Continuity environment, specifies the port number on the host of the Session Border Controller where the peer SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If this option is empty, the SIP REGISTER request will be sent to the address specified in the option TServer\sip-address of the SIP Server that monitors the peer agent DN.

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sipendpoint.sbc-register-port

Default Value:

Valid Values: Any valid port number on the host.

Changes Take Effect: When the application is started or restarted.

Specifies the port of the Session Border Controller where the SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If the value of this option is empty, the SIP REGISTER request will be sent to the port that is specified by the TServer\sip-port (or TServer\sip-port-tls) option of the SIP Server that monitors the DN of this agent. In a Business Continuity environment, this corresponds to the preferred site registration.

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sipendpoint.sbc-register-port.peer

Default Value:

Valid Values: Any valid port number on the host.

Changes Take Effect: When the application is started or restarted.

In a Business Continuity environment, this option specifies the port of the Session Border Controller where the peer SIP REGISTER request will be sent by Interaction Workspace SIP Endpoint. If the value of this option is empty, the SIP REGISTER request will be sent to the port that is specified by the TServer\sip-port (or TServer\sip-port-tls) option of the SIP Server that monitors the DN of the peer agent.

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sipendpoint.system.diagnostics.enable_logging

Default Value: 1

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether logging is enabled for SIP Endpoint.

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sipendpoint.system.diagnostics.log_level

Default Value: Error

Valid Values: Specify a value from the following list:

Changes Take Effect: When the application is started or restarted.

Specifies the Log level for SIP Endpoint.

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sipendpoint.system.dtmf.force_send_in_band

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Set this option as described in the option RTP:2833:enabled. Consider sending in-band if you own your gateways, and one or more of your gateways does not support 2833, or does not handle it completely, or your gateway is using codecs that reproduce DTMF tones well. In this scenario, set this option to true to ensure that DTMF tones are passed through (bypass the gateway) and that they reproduce accurately at the receiving end. Also consider sending in-band if one or more of your gateways does not support 2833 or does not handle it completely, or your gateway is using codecs that do not reproduce DTMF tones well because they are designed to handle human voice rather than artificial sounds. In this scenario, setting this option to true will not help to ensure that DTMF tones get through.

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sipendpoint.system.dtmf.minimum_rfc2833_play_time

Default Value: 40

Valid Values: An integer value.

Changes Take Effect: When the application is started or restarted.

If the Dtmf.ForceSendInBand option is set to false, then use this option to specify the minimum play duration, in milliseconds, for DTMF tones.

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sipendpoint.system.indialog_notify.enable_indialognotify

Default Value: 1

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether in-dialog Notify is enabled.

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sipendpoint.system.network.dtx_enabled

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether DTX is enabled. When DTX is enabled, transmission to a remote party is suspended when the application detects that the local user is not speaking (silence is not transmitted). If this option is set to False (the default), then non-speaking audio (silence) is transmitted.

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sipendpoint.system.qos.audio

Default Value: tos 46

Valid Values: A valid QOS

Changes Take Effect: When the application is started or restarted.

Specifies the type of QOS (quality of service) that is supported for audio, and if so, whether bandwidth is reserved.

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sipendpoint.transport-protocol

Default Value: UDP

Valid Values: A value from the following list: UDP,TCP,TLS.

Changes Take Effect: When the application is started or restarted.

Specifies the transport protocol that is used by Interaction Workspace SIP Endpoint for SIP Communication. This option can be used with Interaction Workspace SIP Endpoint 8.0.204 and above.

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sipendpoint.tuning.mixer.allow_master_volume_change

Default Value: 0

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specifies whether the master volume is set when the speaker volume is set. If this option is set to false, the wave volume is set instead of the master volume.

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sms.agent.prompt-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

Specifies the color of the prompt for the messages entered by the agent in the SMS view.

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sms.agent.text-color

Default Value:

1. FF385078

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the agent in the SMS view.

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sms.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether a SMS interaction is automatically accepted and joined if necessary when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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sms.client.prompt-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code**Changes Take Effect:** Immediately.

Specifies the color of the text of the messages entered by the target client in the SMS view.

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sms.client.text-color

Default Value:

1. FF166FFF

Valid Values: Valid Hexadecimal (HTML) color code**Changes Take Effect:** Immediately.

Color of the client text in the SMS view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

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sms.default-queue

Default Value:**Valid Values:** A valid name of a Script of type Interaction Queue.**Changes Take Effect:** At the next interaction.

Specifies the Interaction Queue in which new or reply outbound SMS are submitted when an agent clicks Send and before the interaction is placed in outbound queue.

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sms.from-numbers-business-attribute

Default Value:**Valid Values:** Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.**Changes Take Effect:** At the next interaction.

A character string that specifies the name of the Business Attribute that contains the Attribute Values that are used as 'from numbers' of outbound SMS interactions.

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sms.max-message-number

Default Value: 8

Valid Values: Any valid positive integer. 0 means no maximum.

Changes Take Effect: At the next interaction.

Specifies the maximum number of SMS allowed per message.

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sms.other-agent.prompt-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

Specifies the color of the text of the messages entered by the target agent in the SMS view.

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sms.other-agent.text-color

Default Value:

1. FFD88000

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: Immediately.

Color of the other agent text in the SMS view. The HTML format is used to set the value. I.e.: #FFFF0000 for a red color.

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sms.outbound-queue

Default Value:

Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which outbound SMS are placed when agents click 'Send' (Page mode only). This options is used only when Interaction Workflow does not set 'Queue for New Interactions' when it is routing Inbound SMS to Agents.

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sms.prompt-for-done

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next interaction.

Specifies if the application prompts a confirmation message when a user clicks the 'done' button. This option can be overridden by a routing strategy as described in Deployment Guide.

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sms.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '
Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when SMS interaction is ringing. For example: "Sounds\Ring.mp3"

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sms.subject-max-chars

Default Value: 25
Valid Values: An integer value. If set to 0, no subject.
Changes Take Effect: At the next interaction.

Specifies the maximum number of characters from the SMS message that are used to create the message subject in the contact history if the history doesn't contain subject.

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sms.time-stamp

Default Value: true
Valid Values: true, false

Changes Take Effect: Immediately.

Specifies whether the time stamp is displayed in the SMS transcript area.

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sms.transcript-time-frame

Default Value: 24

Valid Values: An integer value. If set to 0, no historic area .

Changes Take Effect: At the next interaction.

Specifies the range of time, in hours, in which to search for previous interactions by the same contact to populate the SMS transcript from the contact history. A value of 0 means nothing is added to the contact history.

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sounds.preloadfiles

Default Value: Sounds\Ring.mp3

Valid Values: A comma-separated list of valid Windows directory paths and file names.

Changes Take Effect: At the next interaction.

Specifies the name and location in the application folder of audio files that are to be pre-loaded when an agent logs in. For Example: "Sounds\Ring.mp3,Sounds\bell.mp3,Sounds\chord.mp3,Sounds\warning.mp3". The audio files are defined by the options that control sounds, such as voice.ringing-bell and chat.new-message-bell. Files that are not specified by this option are loaded whenever they are needed.

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spellchecker.corporate-dictionary

Default Value:

Valid Values: Comma-separated list of words

Changes Take Effect: When the application is started or restarted.

Specifies a comma-separated list of dictionary words that conform to the limitations of allowable characters in the configuration layer. Typically you would use this list to specify common words in your company, such as your company name or product name.

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spellchecker.corporate-dictionary-file

Default Value:**Valid Values:** Absolute or relative path to a text file.**Changes Take Effect:** When the application is started or restarted.

Specifies the name and the path to your corporate dictionary file. The path can be relative to the Interaction Workspace working directory (for example: Dictionaries\CorporateDictionary.txt) or an absolute path (for example: C:\PathToDictionaries\CorporateDictionary.txt). The file must consist of a list of words (one word per line) with ANSI, Unicode, UTF-8 encoding (any encoding accepted by Microsoft .NET).

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standard-response.categories

Default Value: \$All\$**Valid Values:** A comma-separated value list of category names or full path category starting at the root category. \$All\$ to display Standard Responses from all categories.**Changes Take Effect:** At the next interaction.

Specifies the list of categories that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of those categories.

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standard-response.default-search-type

Default Value: AnyKeyword**Valid Values:** One of the following values: AnyKeyword, AllKeywords, or ExactText**Changes Take Effect:** At the next interaction.

Specifies the default search type that is used to search for text in the Standard Response Library. If empty, the default search type is "AnyKeywords".

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standard-response.enable-usage-feedback

Default Value: true**Valid Values:** true, false**Changes Take Effect:** At the next interaction.

Specifies whether the usage information of the Standard Response Library is populated in the interaction record in UCS so that it can be read by the Training Server.

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standard-response.languages

Default Value: \$All\$

Valid Values: A comma-separated value list of languages. \$All\$ to display Standard Responses from all languages.

Changes Take Effect: At the next interaction.

Specifies the list of languages that are used to filter the Standard Responses. Agents see only those standard responses that are part of the subtree of the root categories of the specified languages.

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standard-response.suggested-responses-min-relevancy

Default Value: 50

Valid Values: from 0 to 100

Changes Take Effect: At the next interaction.

Specifies the minimum level of relevancy above which Suggested Responses will be shown from the Standard Response Library.

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statistics.displayed-statistics

Default Value:

Valid Values: A comma-separated list of Statistic names.

Changes Take Effect: When the application is started or restarted.

Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

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statistics.queues

Default Value:

Valid Values: A comma-separated list of queue identifiers in the following format: (<queueNumber>@<switchName>)

Changes Take Effect: When the application is started or restarted.

Specifies the list of queues for which queue statistics are calculated. List of queues can be set through a variable: \$AGENT.LOGINQUEUE\$ (the queue on which the agent logged in), \$AGENTGROUP.ORIGINATIONDNS\$ (the queues set as the origination DNs in the agent groups to

which this agent belongs).

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statistics.refresh-time

Default Value: 10

Valid Values: An integer value greater than 0.

Changes Take Effect: When the application is started or restarted.

Defines the frequency of notification (in seconds) for statistics.

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statistics.routing-points

Default Value:

Valid Values: A comma-separated list of Routing Point identifiers in the following format: (<routingPointNumber>@<switchName>)

Changes Take Effect: When the application is started or restarted.

Specifies the list of routing points for which routing point statistics are calculated.

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system-tray.tooltip

Default Value: \$Application.Title\$

Valid Values:

\$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.Employee

Changes Take Effect: When the application is started or restarted.

Defines the tooltip of the Interaction Workspace system tray icon by specifying a string that contains the following field codes: \$Application.Title\$, \$Application.Name\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.Employee\$. If all field codes are empty, the following field codes are used:\$Application.Title\$.

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teamcommunicator.add-recent-filters.voice

Default Value:

Valid Values: A comma-separated list of interaction types taken from the following values: internal, external, consultation.

Changes Take Effect: At next interaction event.

Specifies the list of interaction types that composes the filter of voice interactions distributed to the agent that are used to populate the Recent area of Team Communicator. The main party (agent, contact, phone number) of the incoming voice interactions that match this filter will be added to the Recent area of Team Communicator. It is possible to consult the details of the corresponding interactions when hovering the party name in recent area.

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teamcommunicator.always-clear-textbox-on-new-interaction

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately.

When this option is set to true, Interaction Workspace clears the teamcommunicator search textbox when the interaction is initiated by pressing "Enter" or by clicking on one of the medias of teamcommunicator results. When it is set to false, this option clears the teamcommunicator search textbox only when the interaction is initiated by pressing "Enter"

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teamcommunicator.contact-favorite-fields

Default Value: Category,FirstName,LastName,PhoneNumber,EmailAddress

Valid Values: A comma-separated list of values from the following list: CategoryContact, FirstName, LastName, PhoneNumber, EmailAddress.

Changes Take Effect: When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a Contact.

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teamcommunicator.corporate-favorites

Default Value:

Valid Values: A comma-separated list of favorite names (section names) defined in the Interaction Workspace application.

Changes Take Effect: When the application is started or restarted.

Specifies the favorites that are pre-assigned to the agents. Those favorites will be 'read only' for the agents.

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teamcommunicator.corporate-favorites-file

Default Value:**Valid Values:** Absolute or relative path to an XML file.**Changes Take Effect:** When the application is started or restarted.

Specifies the name and the path to your corporate favorites definition file. The path can be relative to the Interaction Workspace working directory (for example: Favorites\CorporateFavorites.txt) or an absolute path (for example: C:\PathToFavorites\CorporateFavorites.txt). The file must be in XML format. Overrides the teamcommunicator.corporate-favorites option.

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teamcommunicator.custom-favorite-fields

Default Value: Category,FirstName,LastName,PhoneNumber,EmailAddress**Valid Values:** A comma-separated list of values from the following list: Category, FirstName, LastName, PhoneNumber, EmailAddress.**Changes Take Effect:** When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite created from a typed phone number or e-mail address.

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teamcommunicator.internal-favorite-fields

Default Value: Category,DisplayName**Valid Values:** A comma-separated value list of values from the following list: Category, DisplayName.**Changes Take Effect:** When the application is started or restarted.

The list of fields that are displayed to an agent when adding or editing a favorite that is created from a named resource.

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teamcommunicator.list-filter-showing

Default Value: Agent,AgentGroup,Skill,RoutingPoint,Queue,InteractionQueue>Contact**Valid Values:** A comma-separated value list of filter items to be displayed in the team communicator, for example: Agent,AgentGroup,Skill,RoutingPoint,Queue,Contact,InteractionQueue**Changes Take Effect:** When the application is started or restarted.

Specifies the list of filters that an agent can use to search for contacts and internal targets by using the team communicator. The object types are presented in the specified order.

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teamcommunicator.list-status-reachable

Default Value: NotReady

Valid Values: A comma-separated list of agent status from the following list: NotReady, LoggedOff, Busy

Changes Take Effect: When the application is started or restarted.

Specifies the list of not-ready statuses for which a target agent can be contacted for consultation, transfer, and conference, requests. If the not-ready status of the target agent is not in the list of allowed statuses, the target agent will not be listed as available for consultation, transfer, and conference requests.

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teamcommunicator.load-at-startup

Default Value: true

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

This option is used for performance issue at login time (when a lot of agents logs in at the same time). Specifies if all the configuration elements (Agents, Agent Groups, Queues, Routing Points, Skills) needed by Teamcommunicator are loaded at login time. If this option is set to false, the elements are no longer loaded at login time, but the 1st time the focus is placed in the Team Communicator.

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teamcommunicator.max-suggestion-size

Default Value: 10

Valid Values: An integer value from 1 through 50.

Changes Take Effect: When the application is started or restarted.

Maximum size of the suggestion list that is displayed while an agent is entering a contact or target name.

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teamcommunicator.recent-max-records

Default Value: 10

Valid Values: An integer value from 1 through 50.

Changes Take Effect: When the application is started or restarted.

The number of recent internal targets to display in the list of recent targets.

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teamcommunicator.request-start-timer

Default Value: 300

Valid Values: An integer value from 1 through 5000.

Changes Take Effect: When the application is started or restarted.

Request start timer wait interval, in milliseconds, between the last key pressed and the beginning of the search through the contact database.

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teamlead.agent-status.enabled-agent-group-security-mode

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next agent search.

Introduced: 8.5.130.04

Specifies that a Team Lead may change the status of an agent only if the agent is a member of an Agent Group that the Team Lead supervises. When set to false, any Team Lead can change the agent's status. Relies on the 'Team Lead - Can Change Agent Status' privilege being granted.

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teamlead.monitoring-scope

Default Value: call

Valid Values: Select a value from the following list: agent,call

Changes Take Effect: Immediately.

Specifies the scope of monitoring that is to be used for voice interactions in environments that use SIP Server.

- call: The supervisor remains on the call until it is finished. This mode enables barge-in.
- agent: System disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

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toast.case-data.content

Default Value: History,CaseData

Valid Values:

Changes Take Effect: At the next interaction.

Specifies the content of the Case Information area in the interaction preview. The CaseData key enables the display of the attached data that is defined by the [interaction.case-data.format-business-attribute](#) option. The History key enables the display of interaction history information. The order of the values defines the order of the Case Data and History information in the Case Information area of the interaction preview. This option can be overridden by a routing strategy, as described in [Overriding Options by Using a Routing Strategy](#).

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toast.case-data.format-business-attribute

Default Value:

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: At the next interaction

Specifies the name of the Business Attribute that contains the Business Attribute Values that are used to filter and render attached data in the toast interaction preview.

This option can be overridden by a routing strategy as described in [Deployment Guide](#).

You can define the display order of Business Attribute Values by creating an interaction-workspace section in the annex of the Business Attribute, then add the toast.case-data.order option. This option is a comma-separated list of Business Attributes Value Names that specifies the order of the Business Attribute Values. The Attributes Values that are not listed in option toast.case-data.order are put at the bottom of the list.

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toast.window-title

Default Value: (\$Contact.FirstName\$ \$Contact.LastName\$

Valid Values:

\$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name).

Changes Take Effect: Immediately.

Defines the title of the Toast window by specifying a string that contains the following field codes: \$Window.Title\$, \$Agent.UserName\$, \$Agent.LastName\$, \$Agent.FirstName\$, \$Agent.EmployeeId\$, \$Interaction.CaseId\$ (X: name of contact attribute, Y: attached data key name). If all field codes are empty, the following field codes are used: '\$Window.Title\$ - \$Interaction.MainParty\$'.

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views.CaseContactRegion.activate-order

Default Value: InteractionContactInformationView,InteractionContactHistoryView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): InteractionContactInformationView,InteractionContactHistoryView,...

Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default view. The following URL enumerates all the views and regions:

http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.CaseContactRegion.order

Default Value: InteractionContactInformationView,InteractionContactHistoryView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): InteractionContactInformationView,InteractionContactHistoryView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.CaseViewSideButtonRegion.order

Default Value: InteractionContainerSideButtonView,SRLSideButtonView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): InteractionContainerSideButtonView,SRLSideButtonView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ContactInfoHistoryMultiRegion.activate-order

Default Value: ContactInformationView,ContactHistoryView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView,...

Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:

http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ContactInfoHistoryMultiRegion.order

Default Value: ContactInformationView,ContactHistoryView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactInformationView,ContactHistoryView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ContactTabBottomHistoryMultiRegion.activate-order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specify region or specifies the order of a list of view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:

http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ContactTabBottomHistoryMultiRegion.order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.InteractionDetailsRegion.activate-order

Default Value: NotepadVoiceNotepadView,DispositionsView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): NotepadVoiceNotepadView,DispositionsView,...

Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specified region or specifies the order of a list view. If it exists, the first view is the default view. The following URL enumerates all the views and regions:

http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.InteractionDetailsRegion.order

Default Value: DispositionsView,NotepadVoiceNotepadView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): DispositionsView,NotepadVoiceNotepadView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ToolbarWorkplaceRegion.activate-order

Default Value:

MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):

MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...

Changes Take Effect: When the views are instantiated.

To indicate the selected (or default) view in the specified region, specifies an ordered list of view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:

http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ToolbarWorkplaceRegion.order

Default Value:

MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):

MyPlaceStatusView,myCampaignsListView,MyContactHistory,MyStatisticsView,MyCallCenterStatisticsView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.ToolbarWorksheetButtonRegion.order

Default Value:

MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarC

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views):

MyWorkplaceButtonView,MainToolbarWorkbinsContainerButtonView,MainToolbarContainerButtonView,MainToolbarC

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.WorkbinsTabBottomHistoryMultiRegion.activate-order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

Changes Take Effect: When the views are instantiated.

Specifies the selected (or default) view in the specify region or specifies the order of a list view. If it exists, the first view is the default one. The following URL enumerates all the views and regions:

http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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views.WorkbinsTabBottomHistoryMultiRegion.order

Default Value: ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView

Valid Values: A comma-separated list of valid view names from the following list (plus the custom views): ContactDetailView,ContactHistoryNotepadView,ContactHistoryCaseDataView,...

Changes Take Effect: When the views are instantiated.

Specifies the order of the views in the specified region. The following URL enumerates all the views and regions: http://docs.genesyslab.com/wiki/index.php?title=Category:Views_and_Regions

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voice.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specify whether a voice interaction is automatically answered when a TServer Ringing event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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voice.dtmf-inactivity-typing-timeout

Default Value: 500

Valid Values: from 0 to MAXINT

Changes Take Effect: At the next interaction.

Defines the inactivity duration, in milliseconds, after which any buffered digits will be sent. A value of 0 means that each digit will be sent individually.

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voice.enable-init-conference

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether the 'Initiate Transfer' and 'Initiate Conference' functions are displayed as separate actions to the Agent in the 'Consultation' area. When this option is set to 'false', the single menu item 'Start Voice Consultation' is displayed. This menu item triggers the 'Initiate Transfer' function.

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voice.enable-make-call-consultation

Default Value: false

Valid Values: true, false

Changes Take Effect: When the application is started or restarted.

Specify whether a voice consultation is done through a MakeCall event instead of an InitTransfer/InitConference when the primary call is already held.

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voice.mark-done-on-release

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specify if an interaction should be closed automatically if a TServer Release event is received. This

option can be overridden by a routing strategy as described in Deployment Guide.

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voice.one-step-trsf-mode

Default Value: default

Valid Values: Select at least one item from the list.

Changes Take Effect: When the application is started or restarted.

Specifies the type of one-step transfer. If you specify default, the one step transfer operation is 'single-step-transfer' when it is supported by your switch, or 'mute-transfer' if single step transfer is not supported by your switch.

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voice.prompt-for-end

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether Interaction Workspace displays a confirmation message when the agent clicks 'End'. This option can be overridden by a routing strategy as described in Deployment Guide.

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voice.ringing-bell

Default Value: Sounds\Ring.mp3

Valid Values: All special characters that are valid Windows file path, '

Changes Take Effect: At the next interaction.

Specifies the voice channel ringing sound-configuration string. For example: "Sounds\Ring.mp3"

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webcallback.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether a Web Callback interaction is automatically accepted when Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in Deployment Guide.

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webcallback.auto-dial

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether Callback Phone Number is automatically dialed when an Interaction Web Callback is accepted. This option can be overridden by a routing strategy as described in Deployment Guide.

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webcallback.callback-information.content

Default Value: Subject,PhoneNumber,Type,ScheduledDate,ContactTime,LocalTime,FormerAttempts

Valid Values: A comma separated list of items within the following list: Subject, PhoneNumber, Type, ScheduledDate, ContactTime, LocalTime, FormerAttempts, Result.

Changes Take Effect: At the next interaction.

Defines the callback data that is displayed in the Callback Information Area. The callback data entries are displayed in the order in which they appear in the list.

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webcallback.callback-information.frame-color

Default Value:

1. FFD8E8F6

Valid Values: Valid Hexadecimal (HTML) color code

Changes Take Effect: At the next interaction.

Specifies the color of the border of the Callback Information view frame of Web Callback interactions. Examples: #FFFFBA00 for a Gold color, #FF6F7074 for a Silver color, #FFB8400B for a Bronze color. This option can be overridden by a routing strategy as described in Deployment Guide.

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webcallback.callback-information.header-foreground-color

Default Value:

1. FF15428B

Valid Values: Valid Hexadecimal (HTML) color code
Changes Take Effect: At the next interaction.

Specifies the color of the foreground of the Callback Information view frame of Web Callback interactions. Example #FFFFFF for white color. This option can be overridden by a routing strategy as described in Deployment Guide.

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webcallback.complete-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent marks one as processed.

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webcallback.park-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which the parent Web Callback interaction is placed when an agent transfers a voice call that is created from a Web Callback interaction.

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webcallback.reschedule-queue

Default Value:
Valid Values: Name of a valid Script of type Interaction Queue.
Changes Take Effect: Immediately.

Specifies the Interaction Queue in which Web Callback interactions are placed when an agent reschedules one and marks it as processed.

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webcallback.ringing-bell

Default Value: Sounds\Ring.mp3
Valid Values: All special characters that are valid Windows file path, '

Changes Take Effect: At the next interaction.

Specifies the path of the sound file that is played when Web Callback interaction is delivered to the agent. For example: "Sounds\Ring.mp3"

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webproxy.address

Default Value:

Valid Values: An empty address to specify the default proxy configuration of Microsoft Internet Explorer, a valid proxy address (for example: <http://my-proxy-server:3128>), "None", or an invalid address to use no proxy at all.

Changes Take Effect: At the next interaction.

Specifies the web proxy host address that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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webproxy.password

Default Value:

Valid Values: The password of the proxy credentials. Leave empty to not use any credentials.

Changes Take Effect: At the next interaction.

Specifies the password to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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webproxy.username

Default Value:

Valid Values: The username of the proxy credentials. Leave empty to not use any credentials.

Changes Take Effect: At the next interaction.

Specifies the username to be used to access the web proxy that is used to download content from external web sites. This applies for example to the images that are contained in the e-mail body or to the pushed chat pages.

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workbin.email.draft

Default Value:**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.**Changes Take Effect:** When the application is started or restarted.

The name of the Workbin to be used to store draft e-mail.

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workbin.email.draft.displayed-columns

Default Value: To,Subject,Submitted**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received**Changes Take Effect:** When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores Draft e-mail interactions.

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workbin.email.in-progress

Default Value:**Valid Values:** The name of a valid Script object of type Interaction Workbin that is owned by Agents.**Changes Take Effect:** When the application is started or restarted.

The name of the workbin that is to be used to store inbound e-mail for later processing, after an agent explicitly saved the e-mail or submitted an outbound reply.

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workbin.email.in-progress.displayed-columns

Default Value: From,Subject,Received**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example: From,Subject,Received**Changes Take Effect:** When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores In-Progress e-mail interactions.

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workbin.<media-type>.<workbin-nickname>

Default Value:**Valid Values:** The name of a valid Script object of type Interaction Workbin.**Changes Take Effect:** When the application is started or restarted.

The name of the workbin that is to be used to store interactions of a particular workitem media type. Agents can open interactions from this workbin but not save interactions in it.

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workbin.<media-type>.<workbin-nickname>.displayed-columns

Default Value: From,To,Subject,Received**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example:

From,Subject,Received

Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns of the specified workbin.

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workbin.<media-type>.in-progress

Default Value:**Valid Values:** The name of a valid Script object of type Interaction Workbin, that is owned by Agents.**Changes Take Effect:** When the application is started or restarted.

The name of the workbin to be used to store In-Progress workitems of the specified media type.

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workbin.<media-type>.in-progress.displayed-columns

Default Value: From,To,Subject,Received**Valid Values:** A comma-separated list of Interaction Server interaction properties, for example:

From,Subject,Received

Changes Take Effect: When the application is started or restarted.

The list of interaction fields that are displayed as columns of the workbin that stores In Progress workitems of specified media type.

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Team Communicator Presence Options

The following option groups enable agents to view queue, interaction queue, and routing point statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [interaction-queue-presence](#)
- [queue-presence](#)
- [routing-point-presence](#)

interaction-queue-presence Section

The interaction queue presence options enable agents to view interaction queue statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [error-level](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Workspace Desktop Edition Deployment Guide](#).

error-level

Default Value: 10

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the upper threshold level.

statistic-name

Default Value:

Valid Values: A valid name of a Stat Server's statistic.

Changes Take Effect: When the application is started or restarted.

The name of the statistic that is used to evaluate interaction queue presence.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the application is started or restarted.

The text displayed beside the statistic value.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the warning level.

queue-presence Section

The queue presence options enable agents to view queue statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [error-level](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Workspace Desktop Edition Deployment Guide](#).

error-level

Default Value: 10

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the upper threshold level.

statistic-name

Default Value: CurrNumberWaitingCalls

Valid Values: A valid name of a statistic server statistic queue.

Changes Take Effect: When the application is started or restarted.

The name of the statistic used to evaluate presence for queues.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the application is started or restarted.

The text that is displayed beside the statistic value for queues.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the warning level.

routing-point-presence Section

The routing point presence options enable agents to view routing point statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [error-level](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Workspace Desktop Edition Deployment Guide](#).

error-level

Default Value: 10

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the upper threshold level.

statistic-name

Default Value: CurrNumberWaitingCalls

Valid Values: A valid name of a statistic server statistic queue.

Changes Take Effect: When the application is started or restarted.

The name of the statistic used to evaluate the presence for Routing Points.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: When the application is started or restarted.

The text displayed beside the statistic value.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the warning level.

Change History

Content under development