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UC Connector Deployment Guide

Customizing UC Connector

12/17/2025

Customizing UC Connector

UC Connector supports the following customization:

- **Help Button**—Enable the Help buttons on various UC Connector client windows.
- **Default Language**—Modify the language used in the UC Connector user interface.
- **Audio**—Enable an audio file to play when UC Connector displays a Preview or Ringing pop-up window.
- **Hotkeys**—Configure hotkeys to control accepting or rejecting a call when UC Connector displays the Preview window.
- **Knowledge Worker States**—Customize the “agent states” displayed in the UC Connector Web Client drop-down menu.
- **Redirect Number**—Enable a Knowledge Worker or Administrator to define an external telephone number to receive interactions.
- **After Call Work**—Enable a Knowledge Worker to enter the After Call Work state.

Help Buttons

Customizing the Help Buttons

The following table describes the steps required to enable an active Help button in the various UC Connector client windows. For general information about this feature, see [Customized Help](#).

Objective	Related Procedure and Action
Customize the Help Buttons.	<p>In the UC-Connector section of the UC Connector Application object, configure any of the following:</p> <ul style="list-style-type: none">• help-login-url—Enter the path the Help file for the Login screen. For example, the path to the sample help file is: /help/login.html• help-interaction-url—Enter the path to the Interaction window Help file. For example, /help/interaction.html.• help-callcontrol-url—This configuration applies to both the Preview and Interaction windows. For example, /help/callcontrol.html. <p>Key Notes</p> <ul style="list-style-type: none">• Sample help files are included on the product

	<p>CD. You can find them under the documentation/help folder.</p> <ul style="list-style-type: none">• You can move these sample help files to a network-accessible location (point the help-url options to this location). Or you can create help files of your own.• By default, these options are not configured. You can enable any or all of these buttons. Only if enabled will a particular Help button appear.• For external help files, use a fully qualified URL. For example, http://www.companyhelp.com.
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Default Language

Changing the Default Language

The following table describes the steps required to modify the language used by the UC Connector client interface. For general information about this feature, see [Customized Languages](#).

Objective	Related Procedure and Action
Change the Default Language.	<p>In the UC-Connector section of the UC Connector Application object, configure the following:</p> <ul style="list-style-type: none">• locale—Enter a two-character language code. For example, the default language (English) uses the code en. <p>For a list of supported languages and character codes, see Supported Languages.</p>

Audio

Enabling Audio on Preview or Ringing

The following table describes the steps required to enable an audio file to play, in a loop, when UC Connector displays a Preview or Ringing pop-up window.

Objective	Related Procedure and Action
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Enable audio when a preview or ringing pop-up is displayed.

In the UC-Connector section of the UC Connector Application object, configure one of the following:

- **audio-on-preview**—Enter the location of the audio file. For example, a file path to the UC Connector installation or a URL to some other network-accessible location.
- **audio-on-ring**—Enter the location of the audio file. For example, a file path to the UC Connector installation or a URL to some other network-accessible location.

Key Notes

- To specify the location of a file in the UC Connector installation, place the file in the UCC-install/webapps directory or any of its subdirectories. For example, if an audio file 'ring.mp3' is placed in UCC-install/webapps/audio/, then the value for the audio-on-ring or audio-on-preview option should be /audio/ring.mp3.
- These options are only applicable when UC Connector is used in non-gateway mode (presence-gateway-mode is set to false).
- This feature supports .mp3, .ogg and .wav formats, but not all audio formats are supported by all browsers. HTML5 is used to play the audio file, which is not supported by Internet Explorer 8. For information on audio formats and browser support as of the time this document was last updated, see the [Audio Formats and Browser Support](#) table.

Browser Support

Audio Formats and Browser Support

Browser	MP3	Wav	Ogg
Internet Explorer 8	No	Yes	No
Internet Explorer 9+	Yes	No	No
Firefox 4.0+	No	Yes	Yes
Google Chrome 6+	Yes	Yes	Yes
Apple Safari 5+	Yes	Yes	No

Hotkeys

Configuring Hotkeys for Interaction Preview

The following table describes the steps required to configure hotkeys to control accepting or rejecting a call UC Connector displays the Preview window.

Objective	Related Procedure and Action
<p>Configure hotkeys for interaction preview.</p>	<p>In the UC-Connector section of the UC Connector Application object, configure the following:</p> <ul style="list-style-type: none"> • <code>preview-shortkey-accept</code>—Set to an alpha-numeric or ASCII number format to represent the key used to accept the call when the Preview window is displayed. • <code>preview-shortkey-reject</code>—Set to an alpha-numeric or ASCII number format to represent the key used to reject the call when the Preview window is displayed. <p>Key Notes</p> <ul style="list-style-type: none"> • The user is still able to click the corresponding buttons in the Preview window. • The Preview window must be in focus for the hotkeys to function. • ASCII decimal number format—The string must start with a hash (#) as the first character: <ul style="list-style-type: none"> • <code>#32</code> <p>Only a single digit can be processed with this ASCII decimal number format.</p> <ul style="list-style-type: none"> • Alpha-numeric format—The number of characters should not exceed 255, and the first character '#' should be specified as '##'. The string can be a combination of uppercase and lowercase characters representing a single keystroke: <ul style="list-style-type: none"> • <code>QqWwEeRrTt</code>

Knowledge Worker States

Customizing Knowledge Worker States

The following table describes the steps required to configure customized Knowledge Worker states

and display customizable menus. For general information about this feature, see [Customized Knowledge Worker States](#).

Objective	Related Procedure and Action
1. Modify or override the presence definition document.	<p>The UC Connector application is initially installed with a default presence definition document called <code>presence.xml</code> file. This file contains the two states available in releases prior to 8.0.300:</p> <ul style="list-style-type: none">• Set Do Not Disturb On• Set Do Not Disturb Off <p>You can modify this file or create your own XML file to override the default. See Presence definition document for details.</p>
2. Enable customized Knowledge Worker states.	<p>In the UC-Connector section of the UC Connector Application object, configure the following:</p> <ul style="list-style-type: none">• <code>presence-location</code>—Set to the location of the <code>presence.xml</code> file.

Redirect Number

Enabling a Redirect Number

The following table describes the steps required for either a Knowledge Worker or an Administrator to enable an external redirect number. Enabling this feature allows Knowledge Workers to accept preview calls at the specified number. For general information about this feature, see [External Number Redirect](#).

Objective	Related Procedure and Action
Enable the redirect setup.	<p>To allow all users to set and enable their own redirect number using the Setup menu option in the UC Connector web client:</p> <ul style="list-style-type: none">• In the UC-Connector section of the UC Connector Application object, set the option <code>redirect-setup-enabled</code> to true. <p>To allow a specific user to set and enable his or her own redirect number:</p> <ul style="list-style-type: none">• In the <code>Persons > Annex > UC-Connector</code> section, set the option <code>redirect-setup-enabled</code> to true. This option overwrites the value of the application-level <code>redirect-setup-enabled</code> option.

	<p>To set and enable the redirect number for a Person:</p> <ul style="list-style-type: none"> • In the Persons > Annex > UC-Connector section, set the redirect-number option to the number. • In the Persons > Annex > UC-Connector section, set the redirect-enabled option to true.
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After Call Work

Enabling After Call Work

When an agent enters the After Call Work state, the agent's presence state is preserved in Genesys until the agent uses the Lync client menu to change state, or the After Call Work timer expires. The agent's presence state is also propagated to the Lync server so that the agent's unavailability is reflected in the corresponding Lync presence, with a configurable presence status and note values.

When the agent exits the After Call Work state (either automatically or manually), the agent's Lync presence state is set back to a value that is preserved from the Lync presence update. The agent's Genesys state is also updated with the corresponding value.

The following table describes the steps required to configure the presence and note values for the After Call Work and Legal Guard states.

Objective	Related Procedure and Action
Enable After Call Work.	<p>In the Microsoft-OCS section of the UC Connector Application object, configure the following:</p> <ul style="list-style-type: none"> • presence-acw-note—Enter the note UC Connector uses when an agent enters the After Call Work State. • presence-acw-status—Enter a positive integer between 1 and 18500.
Enable Legal Guard.	<p>In the Microsoft-OCS section of the UC Connector Application object, configure the following:</p> <ul style="list-style-type: none"> • presence-lg-note—Enter the note UC Connector uses when an agent exits the After Call Work state and enters the Legal Guard state.

- `presence-lg-status`—Enter a positive integer between 1 and 18500.