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Workspace Web Edition Private Edition Guide

Rich message support in History views

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Configure Agent Workspace support for rich messages in the Contact History views for Chat, Facebook Messenger, and Twitter Direct Message interactions.

Related documentation:

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Rich Message support configuration

Workspace Web Edition can be configured to support the Digital Channels Nexus Chat features in the Agent Workspace chat and messaging user interface.

Use the Agent Setup Annex to configure the options listed in this article to enable agents to access rich message content in the Agent Workspace History views.

You can configure the options in either the **Agent Annex** or **Agent Group Annex**.

If the **interaction-workspace** section does not exist, create it in either the **Agent Annex** or the **Agent Group Annex**, then add the options described in this article.

- chat-nexus.service-url
- chat-nexus.web-components.url
- privilege.chat-nexus.can-use-contact-history-detail
- privilege.chat-nexus.can-use
- privilege.chat-nexus.communication.can-send
- privilege.chat-nexus.communication.can-use

Agent Privileges

Grant the following privileges to the agents or agent groups that you want to access rich message content in the Agent Workspace History views:

privilege.chat-nexus.can-use-contact-history-detail

Default value: false
Valid values: true, false
Configuration level: Agent, Agent Group
Introduced: 9.0.000.97

Enables agents to access Digital Channels chat interaction Rich Message content in the Details tab of the Contact History view.

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privilege.chat-nexus.can-use

Default value: false
Valid values: true, false
Configuration level: Agent, Agent Group
Introduced: 9.0.000.97

Enables agents to access the contents of the Digital Channels Conversation tab in the Agent Workspace Case Side View of the Chat interaction view.

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privilege.chat-nexus.communication.can-send

Default value: false
Valid values: true, false
Configuration level: Agent, Agent Group
Introduced: 9.0.000.97

Enables agents to manage contact subscriptions and send messages to contacts from the Communication tab.

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privilege.chat-nexus.communication.can-use

Default value: false
Valid values: true, false
Configuration level: AAgent, Agent Group

Enables agents to manage contact subscriptions and send messages to contacts from the Communication tab.

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Chat service

Specify the location of the Chat service:

chat-nexus.service-url

Default value: ""

Valid values: A valid web-socket URL.

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Specifies the web-socket url of the Nexus service url to access the Chat API.

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chat-nexus.web-components.url

Default value: ""

Valid values: A valid web-socket URL

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Specifies the Nexus-ux WebComponents url to display the nexus-ux view. Use this option if the URL is different from the standard URL.

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