



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Web Edition Private Edition Guide

Rich message support in History views

Contents

- 1 Rich Message support configuration
- 2 Agent Privileges
 - 2.1 `privilege.chat-nexus.can-use-contact-history-detail`
 - 2.2 `privilege.chat-nexus.can-use`
 - 2.3 `privilege.chat-nexus.communication.can-send`
 - 2.4 `privilege.chat-nexus.communication.can-use`
- 3 Chat service
 - 3.1 `chat-nexus.service-url`
 - 3.2 `chat-nexus.web-components.url`

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

Related documentation:

-
-
-

RSS:

- [For private edition](#)

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.

[>> Back to list](#)

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.

[>> Back to list](#)

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.

[>> Back to list](#)

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.

[>> Back to list](#)

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.

[>> Back to list](#)

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.

[>> Back to list](#)