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Manage your Contact Center in Agent Setup

[Enable external URLs](#)



- Administrator

Integrate external and internal websites into your agent's main view in Agent Desktop.

Related documentation:

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At the Agent Desktop level, the external website is displayed in dedicated tabs. These tabs allow you to access the website without leaving Agent Desktop.

The screenshot shows the 'External URLs' configuration page. On the left is a navigation menu with categories: Agent Desktop, Desktop Options, Digital Management, Single Sign On, and Desktop Statistics. Under 'Agent Desktop', 'External URLs' is selected. The main area has a title 'External URLs' and a '*Required Fields' note. There are two 'Level' dropdown menus: 'Workspace' and 'INTERNAL'. Below these are 'Label*' and 'URL*' fields, each with a 'Templates' dropdown. An 'Add' button is on the right. Further down, there are 'Workspace' and 'Interaction' dropdown menus, both currently set to 'None'. Below the form is a table titled 'URLs List (0)'. The table has columns for 'Label', 'Mode', 'URL', and 'Level'. A search bar 'Filter Items' and a 'Delete' icon are at the top of the table. The table content shows 'No URLs Found'.

At the interaction level, there are two ways to display websites depending on the main interaction type.

- For voice, the external website is displayed in the background when an interaction is selected. When the interaction is unselected or closed, the external website is replaced with the previous panel displayed in the background.
- For multimedia, the external website is displayed in a dedicated view in the case data.

To add a URL to the list, select **Workspace** or **Interaction** from the **Level** menu, type a label for the URL, type or paste the URL in the URL field, and click **Add**.

Interaction: Defines the list of option section names that represent Web Applications which are configured to be displayed at the interaction level.

Workspace: Defines the list of option section names that represent Web Applications which are configured to be displayed at the Workspace level.

To enable an external URL (in other words, one that was created outside of Agent Setup):

- For a Workspace Level, chose the external URL from the **Workspace** menu. Changes are applied automatically when you click the **Save** button.
- For an Interaction Level, chose the external URL from the **Interaction** menu. Changes are applied automatically when you click the **Save** button.

Tip

Mode: Specifies the mode Agent Desktop uses to display the web application. The default value is INTERNAL. The possible values are:

- **INTERNAL**: The web application is displayed in a dedicated tab in Agent Desktop. It can be viewed and used when the agent clicks the tab to display it. This is the default behavior.
- **EXTERNAL**: The web application is displayed in a popup window.
- **BACKGROUND**: The web application is displayed in the background when the interaction is selected. When the interaction is deselected or closed, the third-party website is replaced with the previous panel that was displayed in the background. This mode is only applicable at the interaction level.
- **HIDDEN**: The web application is loaded but not displayed in Agent Desktop. You can use this mode to integrate Agent Desktop with a non-web application.

Depending on the Level you choose, Workspace or Interaction, the following options populate in the **Templates** menus for both Label and URL:

Workspace:

- Agent.FullName
- Agent.UserName
- Agent.LastName
- Agent.FirstName
- Agent.EmployeeId

Interaction:

- Agent.FullName
- Agent.UserName
- Agent.LastName
- Agent.FirstName
- Agent.EmployeeId

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- `AttachedData.{{attached-data-key-name}}`
 - `Interaction.id`
 - `AttachData.KVPName`

An external web site URL can be defined using the `$AttachedData.Y$` parameter to have flexible text in the URL where Y represents an attached data name.

Warning

- If the `$AttachedData.Y$` parameter is specified for the external website URL, and Y is not part of the attached data associated with an interaction, the external website is not displayed.
- If an agent manually adds the attached data to the interaction (or if it's added by any other means), then the external website tab is displayed with the content of the external website.

For example, the external website specified as follows:

```
label = Customer Location  
url = https://www.bing.com/search?q=$AttachedData.CustomerLocation$
```

With this URL, if an interaction is received with a `CustomerLocation` attached data with the value of `Paris`, then the external website will be displayed in a dedicated tab called **Customer Location**, and the external web site will be `https://www.bing.com/search?q=Paris`