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Manage your Contact Center in Agent Setup

Service Client options



- Administrator

Learn about the Service Client options available in Agent Setup.

Related documentation:

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Before using the Service Client API Reference to customize how your web application or website integrates with Agent Workspace, first set the Service Client options in Agent Setup.

In the **Service Client** section of the **Contact Center Settings** page, configure the following options:

Service Client	
<input checked="" type="checkbox"/> Block Mark Done Timeout	<input type="text" value="1000"/>
<input type="checkbox"/> List of User Data Read Allowed	<input type="text" value="*"/>
<input type="checkbox"/> List of User Data Write Allowed	<input type="text" value="*"/>
<input checked="" type="checkbox"/> Auto Login	

- **Block Mark Done Timeout** specifies the duration of timeout in milliseconds. This timeout duration is started by the function `interaction.blockMarkdone()`.
- **List of User Data Read Allowed** specifies the list of keys that can be read in the user data. This applies to the `UserData` property of the interaction object returned by a function or an event.
- **List of User Data Write Allowed** specifies the list of keys that can be written to when using functions `interaction.setUserData()` and `interaction.deleteUserData()`.
- **Auto Login** returns an agent to their previous state if they are unexpectedly logged out of Agent Workspace.