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Manage your Contact Center in Agent Setup

Workitem channel options



- Administrator

Configure the Agent Workspace Workitem channel options.

Related documentation:

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Workitem	
<input checked="" type="checkbox"/> Auto Answer	
<input checked="" type="checkbox"/> Prompt for done	
<input checked="" type="checkbox"/> Workitem Ringtone Type	Bell
<input checked="" type="checkbox"/> Workitem Ringtone Priority	7
<input checked="" type="checkbox"/> Workitem Ringtone Duration	-1
<input checked="" type="checkbox"/> Can Decline	
<input checked="" type="checkbox"/> Can Mark Done	
<input checked="" type="checkbox"/> Can One Step Transfer	
<input checked="" type="checkbox"/> Can Set Interaction Disposition	

Workitems, called Open Media by Genesys Digital channels, are documents that might be directed to an agent for handling.

In the **Workitem** section under **Desktop Options**, configure the following options:

- **Auto answer** automatically accept an interaction when an invite event is received.
- **Prompt for done** presents a confirmation message to the user when they press the **Done** button. This option is only available for Open Media interactions.
- **Workitem ringtone type** specifies the sound that is played when a Workitem interaction is ringing.

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- **Workitem ringtone priority** specifies the priority of a Workitem ringtone. The higher the integer, the higher the priority.
 - **Workitem ringtone duration** specifies the duration of a Workitem ringtone (-1 plays and repeats the sound until an action is taken, 0 play the whole sound one time, and an integer > 0 sets a time in milliseconds to play and repeat the sound).
 - **Decline** enables the agent to decline incoming Workitem interactions.
 - **Mark Done** enables the agents to mark done a Workitem interaction without further processing.
 - **One-step transfer** enables the agent to use instant Workitem transfer.
 - **Interaction Disposition** enables the agent to set the disposition codes for Workitem interactions.