Manage your Contact Center in Agent Setup

Workitem channel options

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- ![icon]

  - Administrator

Configure the Agent Workspace Workitem channel options.

Related documentation:
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Workitem

☑ Auto Answer

☑ Prompt for done

☑ Workitem Ringtone Type | Bell   ⌄ |

☑ Workitem Ringtone Priority | 7 |

☑ Workitem Ringtone Duration | -1 |

☑ Can Decline

☑ Can Mark Done

☑ Can One Step Transfer

☑ 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.

- **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.