



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.

# Manage your Contact Center in Agent Setup

Workitem channel options



- Administrator

Configure the Agent Workspace Workitem channel options.

### Related documentation:

- 
- 

| 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.

- 
- **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.