Clients Parameters

The clients parameters control settings specific to the whole client account.

The following parameters can be defined:

Parameter	Example Value	Meaning
AcdSupervisor.Grid.x		These settings control the supervisor grids. See the following page for details: Supervisor Grid Settings
Azure.SpeechServices. APIKey	aabbffddeeff112233445566778899	This is the API key used for Azure Speech services (ASR and TTS).
Azure.SpeechServices. EndPoint	https://westeurope.stt.speech.microsoft.com/speech /recognition/conversation/cognitiveservices/v1	This is the endpoint used for the ASR when voice files are transcribed (voice mail transcriptions).
Azure.SpeechServices. Region	westeurope	This is the region used for the ASR and TTS when the endpoint URLs are built for using the live speech services.
CallRecordings. RestrictToAdmins.Time.1 CallRecordings. RestrictToAdmins.Time.2 CallRecordings. RestrictToAdmins.Time.3	12:00 15:00 18:00	Call recordings can now be restricted to being visible only to client administrators at any number of times during the day, by specifying the following client parameters: CallRecordings.RestrictToAdmins.Time.1 specify the first time, for example 08:00 CallRecordings.RestrictToAdmins.Time.2 specify the second time, for example 14:00 CallRecordings.RestrictToAdmins.Time.3 specify the third time, for example 20:00 Any number of times can be specified - just keep increasing the numbers. Shortly after the specified time, existing call recordings which are visible to users in the view Messaging … Call Recordings will become invisible to any user level accounts and will only be visible to administrators from this point in time onwards.

| CSS.AcdSupervisor | ```css
td:has(> div.Global_Bucket_0),
div.wallboard2Box.Global_Bucket_0 {
    background-color: #169A13;
    color: white;
}

td:has(> div.Global_Bucket_1),
div.wallboard2Box.Global_Bucket_1 {
    background-color: #FCC10F;
    color: white;
}

td:has(> div.Global_Bucket_2),
div.wallboard2Box.Global_Bucket_2 {
    background-color: #BB0F18;
    color: white;
}
``` | This CSS is injected into the ACD supervisor and can be used for customising the view.<br><br>See the following page for details: Supervisor - Thresholds for Table Columns and Wallboard Tiles |
| --- | --- | --- |
EnderTuring. SpeechServices. EndPoint.de_DE EnderTuring. SpeechServices. EndPoint.en_GB	wss://my.enderturing.instance/api/v1/ws/asr /zyxabc98765?source=SIP mono 8k wss://my.enderturing.instance/api/v1/ws/asr /abddefXYZ123?source=SIP mono 8k	These specify the WSS end-points for the EnderTuring ASR engines in your client account. One needs to be specified for each supported language.
Layout.AgentHome. CurrentCall.CallDetails Layout.AgentHome. CurrentCall.Contact Layout.AgentHome. CurrentCall.Routing Layout.MiniClient. CurrentCall.CallDetails Layout.MiniClient. CurrentCall.Contact Layout.MiniClient. CurrentCall.Routing		These settings specify the current call asciiDoc layout for AgentHome and the MiniClient. See the following page for details: Customization of Agent Home and Mini Client Displays
Layout.AgentHome. CurrentCalls.Call Layout.MiniClient. CurrentCalls.Call		These settings specify the current call asciiDoc layout for the current calls (queue) display in AgentHome and the MiniClient. See the following page for details: Agent Home - "Current Call"
LiveAgent.Sentiment. EndPoint	http://acd-chat:5010/api/v1/sentiment	This setting defines the REST endpoint used for sentiment analysis in the LiveAgent.

LiveAgent.Transcribe.Provider	Azure EnderTuring.v2	This setting specifies the live agent transcription provider (the ASR engine) used. Currently Azure or EnderTuring.v2 is supported. Both settings require that further parameters are configured for the actual engine used - see the EnterTuring.* and Azure.* settings on this page for more details.
Thresholds.AcdSupervisor.*		These settings are the client wide settings for thresholds for tiles and columns displayed in the ACD supervisor. See the following page for details: Supervisor - Thresholds for Table Columns and Wallboard Tiles
User.Authentication.Azure.Authority User.Authentication.Azure.ClientsID User.Authentication.Azure.Force User.Authentication.Azure.Secret		These settings are used to configure the client account to use Sign-On with Microsoft Entra ID (Azure Office 365 tenant). See the following page for details: Azure Login Configuration
VoiceMails.Transcribe.Active VoiceMails.Transcribe.Provider	1 Azure	This setting governs whether voice mails will be transcribed, and what provider to use. Further parameters will need to be configured for the actual engine used - see the EnterTuring.* and Azure.* settings on this page for more details.