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eServices Articles

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File Transfer in Chat Solutions

> **Important**
>
> Documentation for this topic has moved to a new home. Please update links and bookmarks to content hosted at https://docs.genesys.com/Documentation/ESChat/8.5.3/Admin/FileTransfer.

Emoji Support

Emojis are little faces and other symbols that you can use to let your contact know how you are feeling or to help them to know when something is good, funny, bad, or sad.

Emojis are supported in Workspace Desktop Edition in the following media types:

- Chat
- Apple Business Chat
- WeChat
- Social Media
  - Facebook
  - Twitter

See also emoji support limitations.

Chat interactions

Emoji support is introduced in Workspace Desktop Edition version 8.5.115.17.

In chat interactions, emojis are handled as Unicode characters, which systems recognize and translate into an image. On computers, the image that is displayed is dependent on the font being used. Not all fonts support emojis and not all fonts support all emojis. If an emoji is not supported by the font that you are using in your environment, it will be replaced by a rectangle in the chat transcript.

On mobile devices, the image that is displayed is depending on the image set of the platform. Each mobile device substitutes the Unicode character with an image.

The list of emojis can be found at http://unicode-table.com/en/blocks/emoticons/ or http://unicode.org/emoji/charts/full-emoji-list.html. Click a Unicode character in the table to view how it looks on different platforms. For example: 1F601.

Enabling emojis in chat interactions

To enable emojis in chat interactions using Workspace Desktop Edition, follow these steps:

1. Allow the Chat - Can Use Emojis privilege.
2. Set the value of the chat.emojis-business-attribute option to the name of a Business Attribute that defines the emojis that you want to support. For information about creating the business attribute, see Creating the Business Attribute in the *Workspace Deployment Guide*.
3. Set the value of the gui.emoji-font-name option to specify which font should be used to display received

emojis.

4. Create a Business Attribute to define the emojis. See details in the Enabling Emojis section of the *Workspace Desktop Edition 8.5 Deployment Guide*.

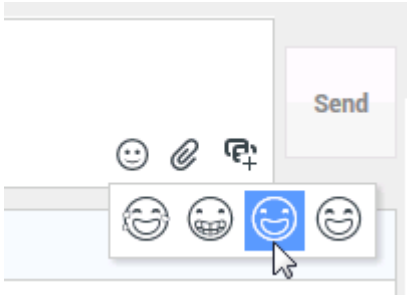
To support emojis with the Chat Server deployment, ensure:

- Interaction Server and Chat Server run in UTF-8 mode
- Universal Contact Server is deployed and run in UTF-8 mode

Adding emojis to a chat

To add an emoji to your chat interaction:

1. Ensure your account is set up to let you send emojis (*emoticons* or *smileys*) to your contact as part of the chat interaction text.
2. Click the **Choose an emoji** button (☺) that appears next to the **Send** button to display the menu of emojis that you can send.



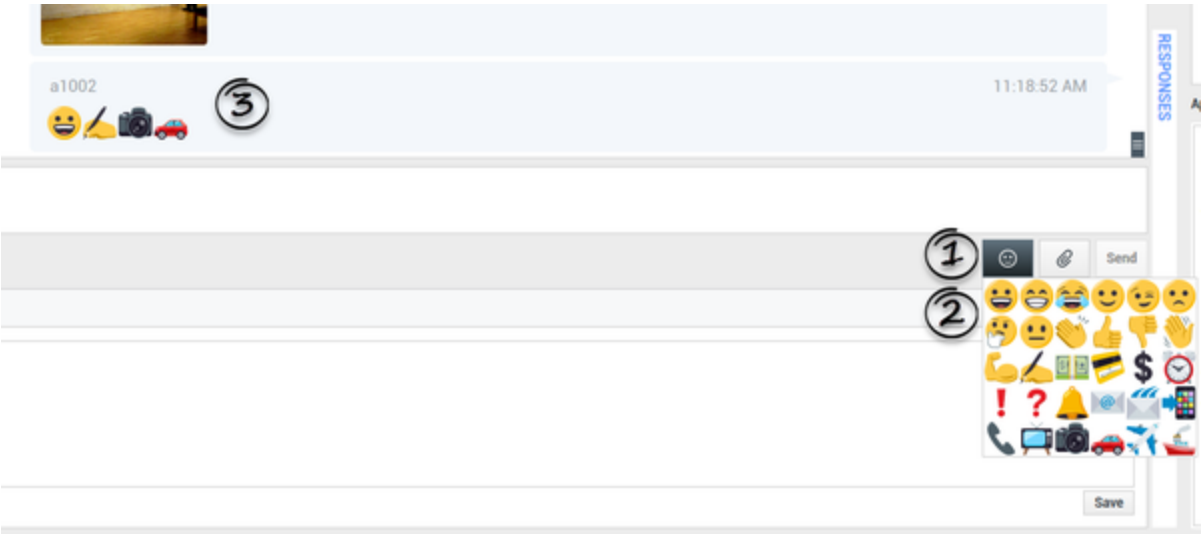
3. Click an emoji.
4. Click **Send**.

Source: Chat Interaction in the *Workspace Desktop Edition Help.*

Apple Business Chat interactions

Apple Business Chat Plugin for Workspace Desktop Edition provides a set of emojis that you can use in chat interactions.

1. Click the smiley-face icon to get a selection window.
2. Select an emoji.
3. When you select an emoji, it appears in the message area.



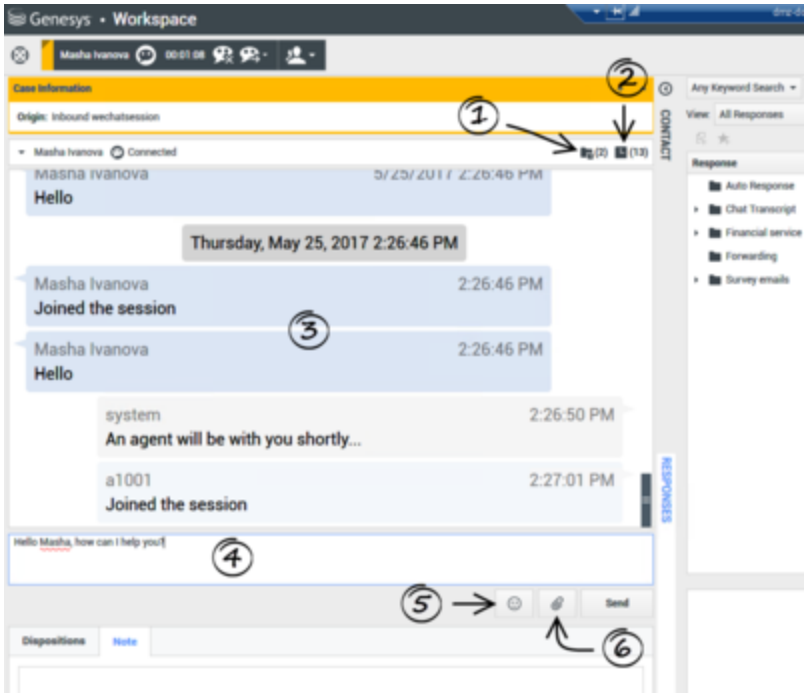
> **Important**
> The emoji offering is determined by the setting of the applebcsession.emojis-business-attribute option. If there are no emojis configured or no section specified in **applebcsession.emojis-business-attribute** option, the ABC plugin displays a default set of emojis.

Source: Apple Business Chat Plugin in the *Messaging Apps Guide.*

WeChat interactions

WeChat Plugin for Workspace Desktop Edition provides a basic set of emojis (technically these are *stickers*).

Click the smiley-face icon (5 in the figure **WeChat Interaction Window** below) to get a selection window. When you select an emoji, it appears in the message area as a bracketed expression (for example, `[grimace]`), but once you click **Send** (or type Enter), the emoji appears in the transcript area in its full form. The bracketed expression also appears when you mouse-over the emoji.



The language of the bracketed expression is determined by the setting of the wechatsession.emoji-selector-mode option.

Source: WeChat Plugin in the *Messaging Apps Guide.*

Social Media interactions

Social Media Plugin for Workspace Desktop Edition uses the following configuration options to display emojis in inbound interactions and in the emoji picker:

- facebook.font-name
- twitter.font-name

Follow configuration steps at Social Media Plugin in the *eServices Social Media Solution Guide.*

Facebook

Workspace supports standard Facebook emojis and emoticons. You see best results when the **Segoe UI Emoji** font is installed on your system.

In general, Workspace supports Unicode 6 emojis, but does not support the ⏱, 🕰, and 🙂 emojis. These emojis display as empty boxes in both posts and private messages.

Source: Facebook Interaction in the *Workspace Desktop Edition Help.*

Twitter

Workspace supports standard emojis and emoticons, both inbound and outbound. You see best results when the **Segoe UI Emoji** font is installed on your system.

In general, Workspace supports Unicode 6 emojis, but does not support the ⏱ and 🕰 emojis. These emojis display as empty boxes in both public and private messages.

Source: Twitter Interaction in the *Workspace Desktop Edition Help.*

Emoji support limitations

- Emojis in other media are not yet supported, including email.
- Emojis are not yet supported in Workspace Web Edition.
- There is currently limited Unicode emoji support on Android Galaxy 5S Mini. See Supported Browsers in the *Widget Deployment Guide*.
- Some emojis are not supported in Facebook and Twitter interactions as described above.