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Chat Server Administration Guide

Multilingual Processing in Chat Server

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Multilingual Processing in Chat Server

Overview

Genesys Chat can process multiple languages simultaneously, including:

- Chat transcript messages. The data is transferred in UTF-16.
- Attached data (such as first name, last name, subject, and so on) and ESP messages (submitting messages to chat session from the strategy). The data is transferred in UTF-8. There are the following requirements:
 - Chat Server must be running with UTF-8 locale; details are in "Internal Locale of Chat Server" below.
 - If UCS is running on Windows, its startup script (ContactServerDriver.ini) must be configured to use `-Dfile.encoding=UTF-8`. If UCS is running on UNIX, no special configuration is required.
 - Routing strategies must send data in UTF-8 encoding.
- Chat Server can be configured to send **inactivity system messages** in different languages.

Internal Locale of Chat Server

The encoding and locale that Chat Server uses internally are determined by the following, in order of priority:

1. The command line parameter `-codepage`. The value of the parameter must be a valid and enabled encoding name. To use UTF-8 on Windows platform the value must be UTF-8.
2. Connection to a Configuration Server that is running in multi-language mode, which sets Chat Server's internal locale to UTF-8.
3. The current system locale.

Sending Chat Messages from Routing Workflows

To **send messages** in different languages to a chat session from a workflow the following is required:

- Chat Server runs in UTF-8 mode.
- Workflow (strategies) must be created:
 - Either by Interaction Routing Designer of version 8.1.400.10 or later (if URS is used).
 - Or by any version of Composer (if ORS is used).