GENESYS™

Chat Server Administration Guide

Asynchronous Chat in Widgets

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Asynchronous Chat in Widgets

Async chat is supported in Genesys Widgets from the 9.0.002.06 release.

Configuring Async Chat in Genesys Widgets

The *Genesys Widgets Deployment Guide* describes how to deploy Widgets in your Genesys environment. All the Widgets documentation can be found here.

The following sections list the configuration options that you must set to enable Async Chat within Widgets:

- WebChat Configuration
- WebChatService Configuration
- WebChatService API Commands
- WebChatService API Events