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Chat Server Administration Guide

Chat Server API selected notes and topics

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Chat Server API selected notes and topics

The following pages describe only selected topics about special use cases which might require additional clarification or explanation for the purpose of being used in custom agent desktops and chat widgets. These pages do not contain the complete description of Chat Server API which is implemented in Genesys PSDK as flex (Genesyslab.Platform.WebMedia.Protocols > FlexChatProtocol) and basic (Genesyslab.Platform.WebMedia.Protocols > BasicChatProtocol) protocols.

Throughout these pages we will be using PSDK .NET for this demonstration purpose (Java PSDK is very similar).

- [Functional capabilities of chat protocol](#)
- [File Transfer API for Agent Desktop](#)
- [Description of Chat Protocol Elements](#)
- [Reason Codes](#)

Chat Server Client Version

Chat Server exposes two chat protocols: flex (connectionless) and basic (connection based). These protocols are constantly evolving with new capabilities. In order to allow the protocol negotiation with Chat Server, PSDK (which implements both protocols) has a special hard-coded attribute **ClientVersion**. This attribute defines what functionality is available for a Chat Server API client (for example, it prevents Chat Server from sending unsupported events and/or attributes in replies). The following table describes the existing protocol versions:

ClientVersion	Chat Server version	PSDK version	Description (features added or changed)
101	8.0.100.07	8.0.100.06	Base chat functionality. Default version.
102	8.1.000.33	8.1.000.08	Support for user nickname change: new notice type USER_UPDATE_NICK.
103	8.5.102.06	8.5.200.03	Support for Idle control functionality: new notice types IDLE_CONTROL_ALERT, IDLE_CONTROL_CLOSE, IDLE_CONTROL_SET. New transcript attribute idleTimeExpire, new user type SYSTEM, new protocol type NONE.
104	8.5.104.07	8.5.201.00	Support for chat system

ClientVersion	Chat Server version	PSDK version	Description (features added or changed)
			commands: new notice type SYS_COMMAND. Flex transcript events have been extended with userData of type KeyValueCollection (only for notice event).
105	8.5.105.04	8.5.301.00	Support for chat session silent monitoring indication: new transcript attribute monitored.
106	8.5.109.06	9.0.000.00	All transcript events have been extended with eventAttributes of type KeyValueCollection.