GENESYS™

Chat Server Administration Guide

Chat Server Administration

4/11/2025

Chat Server Administration

The following topics provide information for Chat Server administrators:

Topic	Description
Overview	Provides an overview of the chat solution, including a high-level architecture diagram.
Sizing Guide, Setting Load Limits, and Health Monitoring	Describes how much load a solution can hold, how to restrict the load and how to monitor the health per Chat Server instance.
Deploying a Chat Solution	Describes how to deploy a Chat Solution.
Deploying High-Availability Chat Server	Describes how to deploy multiple Chat Server instances in high availability mode.
Multilingual Processing	Describes how to configure a solution to process/ work with multiple languages.
Masking Sensitive Data	Describes how to mask out sensitive data in chat session messages/transcripts and in Chat Server logs.
Inactivity Monitoring	Describes how to configure chat session closure upon participants' inactivity.
Matching Contact Attributes	Describes the approach to contact identification and creation.
Sending ESP requests to Chat Session from Workflow	Describes how to send messages, notices, and other requests from workflow (like URS/ORS strategies) to an active chat session.
Chat Server Reporting Data	Describes Chat Server reporting statistics attached to the user data of the interaction in Interaction Server.
File Transfer in Chat Session	Describes how to deploy and configure file transfer between chat session participants.
Chat Server API selected notes and topics	Describes selected cases and topics on how to use Chat Server API for implementation of custom desktop and widget.
Asynchronous Chat	Describes how to work with Asynchronous (async) chat within Genesys Chat Solution, Workspace Desktop Edition (WDE), and Widgets.
Chat Business Process Sample	Provides a sample workflow which demonstrates how to process chat interactions for both regular and asynchronous chat with different channels including web chat, Apple Business Chat, and WhatsApp.
Rich Messaging Support	Provides information on the Chat solution's ability to use Rich Messaging across various chat channels.