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Chat Server Administration Guide

Asynchronous Chat

Asynchronous Chat

[Link to video](#)

Asynchronous (async) chat in Genesys Chat Solution means:

- Conducting single chat session between a customer and a contact center for a long period of time (could last for days).
- Providing the possibility for an agent to return a chat session back into the workflow (in other words, putting it into *dormant* state), and to reconnect to chat session later (through workbin or contact history).
- Providing the possibility for a workflow to wake up a dormant chat session for processing upon detecting customer activity or upon the expiration of async inactivity control timeout. Workflow tries to route the interaction to the last handling agent for some period of time before sending it to any other available agent.

The following table lists quick links to helpful topics on async chat within this guide:

Topic	Description
Async Requirements	This topic is a general overview of how to enable async chat capabilities.
Asynchronous Chat in Workspace Desktop Edition	This topic covers how to configure and use asynchronous chat in Workspace.
Asynchronous Chat in Widgets	This topic covers how to configure and use asynchronous chat in Widgets.
Deployment guidelines for async and regular chat	This topic includes guidelines regarding sizing, short polling vs. CometD, disconnects, and idle timeouts.
Chat Business Process Sample	This topic describes a procedure on how to deploy the workflow sample as well as information on testing.
Integrating Chat Server with Genesys Historical Reporting	This topic covers information on historical reporting.