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Chat Server Administration Guide

Description of Chat Protocol Elements

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Chat Protocol user types and visibility levels

The following user types are defined in both (flex and basic) chat protocols:

User type	Represents	Description	Possible visibility level
CLIENT	A customer	The only one type available through flex protocol when starting chat session	ALL
AGENT	An agent	Used by agent desktop	ALL, INT
SUPERVISOR	An agent with supervisor capabilities	A supervisor can monitor chat session invisibly for other chat participants	ALL, INT, VIP
EXTERNAL	Workflow	Used for messages and notices sent from routing strategies	ALL, INT, VIP
SYSTEM	Chat Server	Used by the server for special notifications (for example, idle control notices)	ALL, INT, VIP

Note: Agent and Supervisor user types can also be used by bots. This is specified by the presence of `GCTI_Chat_PartyStyle=BOT` in the userdata and/or by `GCTI_SYSTEM.party-info.style='BOT'` in the event attributes.

The visibility levels are defined in the table below:

Visibility level	Represent a mode	Description
ALL	Conference	Used by default to conduct a conversation between chat participants
INT	Coaching	Can be used by Agents and Supervisors to communicate invisibly from a customer
VIP	Monitoring	Can be used by Supervisors to invisibly monitor chat participants' activity