Chat Server Administration Guide

Reason Codes

4/4/2025

Reason Codes

When customer leaves a chat session

Chat Server provides a "quit-reason-code" in the "GCTI_SYSTEM" node in the event attributes for the "ABANDON" event (only about that particular participant). This code is provided through GMS Chat API and in GMS custom-http push notifications.

Value	Description
"0"	The participant left the chat session by sending a logout request. This reason code is not delivered in response through GMS Chat API, it is only sent in GMS custom-http push notifications.
"3"	The participant was removed by the server due to chat protocol inactivity (as configured by flex-push-timeout and/or flex-disconnect-timeout options). This reason code is not delivered in response through GMS Chat API, it is only sent in GMS custom-http push notifications.
"4"	The participant was removed by another participant (for example, by the agent, supervisor, or bot).
"5"	The participant was removed by the server (possibly for system reasons; for example workflow stopped the interaction, or a non-recoverable error received from UCS when option transcript-save-on-error=close).
"7"	The participant was removed by the server due to chat session inactivity (both for regular and async modes).
"8"	The participant was marked as removed by the server during a chat session restoration (transcript normalization procedure) in HA mode.

Example from Chat server log

```
ABANDON: sc='18', ei='3', nk='my nick', ut='CLIENT', pd='1'
 eventAttributes={'GCTI_SYSTEM'={'quit-reason-code'='3'}}}
```