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Business Edition Premise Provider's Guide

Chat routing application

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Chat routing application

Overview

Important

You cannot install chat as a standalone application. Chat can only be activated if the email routing application is active.

The Business Edition Premise chat routing application delivers chat interactions to the AG_Voice_Sample Agent Group.

Acknowledgements

The Chat application sends acknowledgements informing customers that:

- They are queuing.
- Their chat interaction has been delivered, along with the name of the receiving agent.

The AG_Voice_Sample Agent Group is a system-defined destination and cannot be changed. To configure a different destination for Chat interactions, you must modify the Chat strategy in Composer. For more information about configuring the chat strategy, refer to the [Composer](#) documentation.

Deployment

This section describe how to activate, install, and deploy the Chat routing strategy.

[+] Step 1. Activate the chat option

You can activate the chat option when first deploying the email routing application or when modifying an existing email routing application deployment.

Activating chat when deploying the email routing application

To deploy chat with email, follow the instructions described in [Deploying the email routing application](#), but select **Activate chat-media support** when choosing the eServices applications to install.

Activating chat by modifying an existing email routing application deployment

To activate chat by modifying an existing email deployment, do the following:

1. In GAX, go to **Configuration > Solution Definitions** and select **Genesys eServices Single Host Deployment**.
2. Click the operations cog and select **Upgrade**.
3. Click **Next** to check the availability of required Installation Packages.
4. Select **eServices Solution** and check **Activate chat-media support**, and then click **Next**.
5. Click **Finish** to start the deployment.

[+] Step 2. Install the chat solution definition

WATCH: To view a short demonstration of the chat solution installation, click the Genesys icon below:



1. In GAX, go to **Configuration > Solution Definitions** and select **Genesys One OPM Chat Parameters [ENU]**.
2. Keep all default options, except for the following, which are specific to your site:
 - GAX host
 - GAX user
 - GAX password
 - Application Server host

[+] Step 3. Deploy the chat strategy

WATCH: To view a short demonstration of the chat strategy deployment, click the Genesys icon



below:

1. In a browser, go to `http://<Core VM name or IP address>/ips`. Locate, download, and extract the following zip files:
 - `chat_strategy_version.zip`
 - `composer_version_enus.zip`
2. Install Composer 8.1.3 on a Windows system that is not one of the VMs and is not already running Apache Tomcat (to avoid port conflicts). To do this, follow the installation instructions in the [Composer 8.1 Deployment Guide](#).
Important: Composer 8.1.3 is an Eclipse plugin that requires JDK 1.7 and a supported version of Eclipse. Composer installs its own Apache Tomcat server.
3. Copy the `GenesysOne_Chat` folder (from the `chat_strategy_version.zip` file that you just extracted) to a temporary folder on the Composer system.
4. Open Composer and go to **File > Import > General > Existing Projects into Workspace**.
5. Choose **Select archive file** and then select the chat strategy you copied from the core VM.
Important: Select the project from the newly populated list, ensuring **Copy projects into workspace** is enabled, and click **Finish**.
6. Create a `.war` file:
 - Right-click the package name and select **Export > Composer > Java Composer Project as WAR file**.
7. Copy the `.war` file to `\\gl-core-p\c$\GCTI\apache-tomcat\webapps`. The `.war` file automatically extracts to a new `GenesysOne_Chat` folder.

Important

If this folder is not automatically generated, a restart of the Apache/Tomcat service may be required. To do this, use GA to restart the **apache-tomcat_ors** application.

After chat is activated and deployed, you can access the following sample chat page: `http://<aux-server>:8080/eservicesweb/chat/index.jsp`

[+] Step 4. Verify that chat is deployed successfully

1. Log into Interaction Workspace (IWS) as an agent and confirm that:
 - **Chat** is listed in the **Media** column with a **Ready** status.
 - The Agent Group is **AG_Voice_Sample**.
2. Go to `http://<aux-server>:8080/eservicesweb/chat/index.jsp` and do the following:
 - Click **Chat > Simple Chat**.
 - Complete all fields and click **Live Help online click to chat**.
3. If the deployment is successful, accept the chat request using the IWS Agent.

Configuration

There are no specific Business Edition Premise configuration requirements for Chat. However, Genesys recommends that you configure automatic pruning of the Universal Contact Server (UCS) database to prevent it from growing too large in size.

Important

Changes made to the UCS database maintenance settings will apply to all deployed media strategies (Voice, Email, Chat, and Outbound).

To configure automatic pruning of the UCS database, do the following:

1. On the UI host, log in to Universal Contact Server Manager.
2. Select the **Scheduled task on Main DB** tab.
3. Configure the **Main DB** maintenance settings as desired.
4. Click **Save**.