



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services Deployment Guide

[Chat Support](#)

4/11/2025

Contents

- 1 Chat Support
 - 1.1 Configuration Overview
 - 1.2 Genesys Mobile Services Configuration
 - 1.3 Web API Server Configuration
 - 1.4 Chat Server Configuration

Chat Support

Introduced in release: **8.1.100.14**

Internal poke introduced in release: **8.1.100.28**

chat_endpoint option introduced in release: **8.1.100.28**

This page details the specific configuration steps required to use the Chat API included with Genesys Mobile Services. For a more details about this API, refer to [Genesys Mobile Services Chat API](#).

Configuration Overview

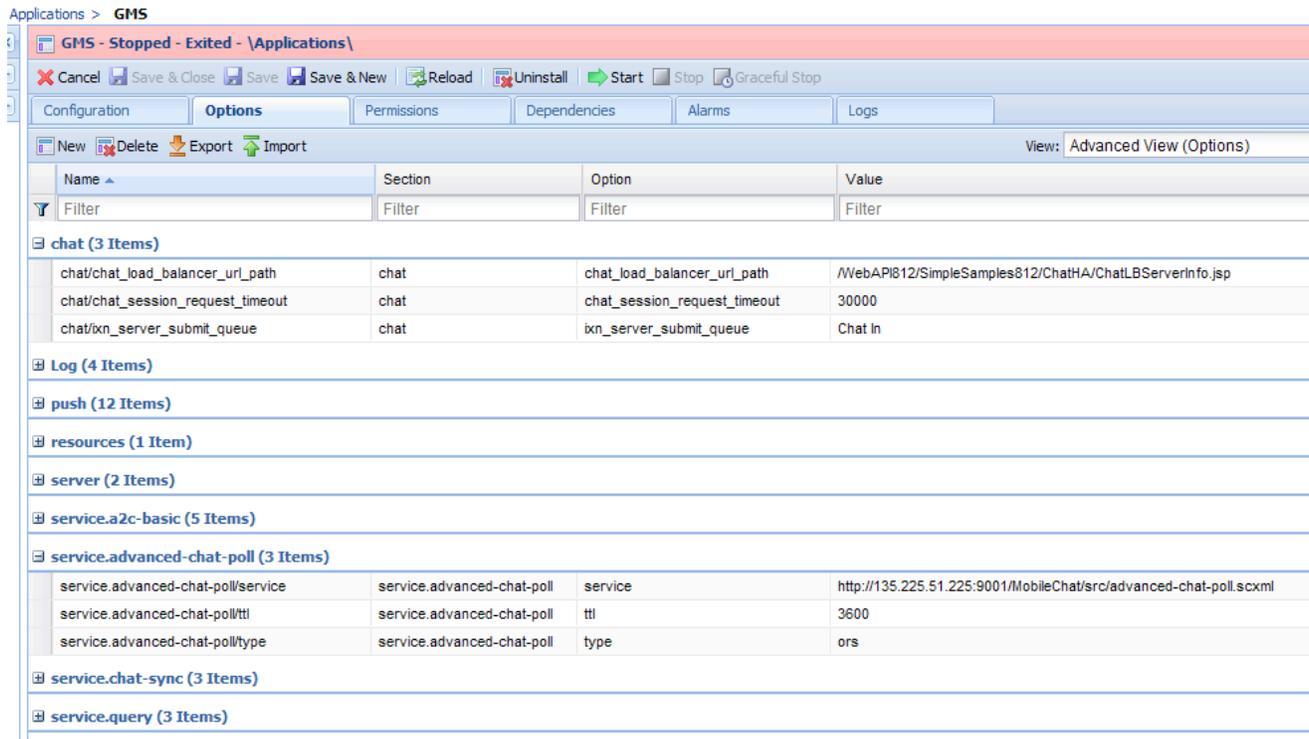
Prerequisite: Before beginning the steps described here, you should have completed the [basic configuration](#) process. To use the Chat API with your Genesys Mobile Services deployment, you must specify configuration details in the Application objects for the following objects:

- Genesys Mobile Services
- Web API Server
- Chat Server

Note: For Genesys Mobile Services configuration, it is assumed that you already have Web API Server and Chat Server installed and configured. Refer to documentation for those products if you require additional details. The following sections provide details about configuration changes required to use chat with your Genesys Mobile Services deployment. Procedures and illustrations on this page use Genesys Administrator, although the configuration can also take place using Configuration Manager.

Genesys Mobile Services Configuration

The following configuration options must be specified in your Genesys Mobile Services Application object:



1. Open Genesys Administrator in a web browser.
2. Locate and view the Genesys Mobile Services Application object you previously created and configured.
3. Under the *General* section of the *Configuration* tab, add a connection to the Web Server API Application object that will be used with your Genesys Mobile Services deployment.
4. Under the *Options* tab, include the mandatory configuration options described in the table below.

Required Genesys Mobile Services Options

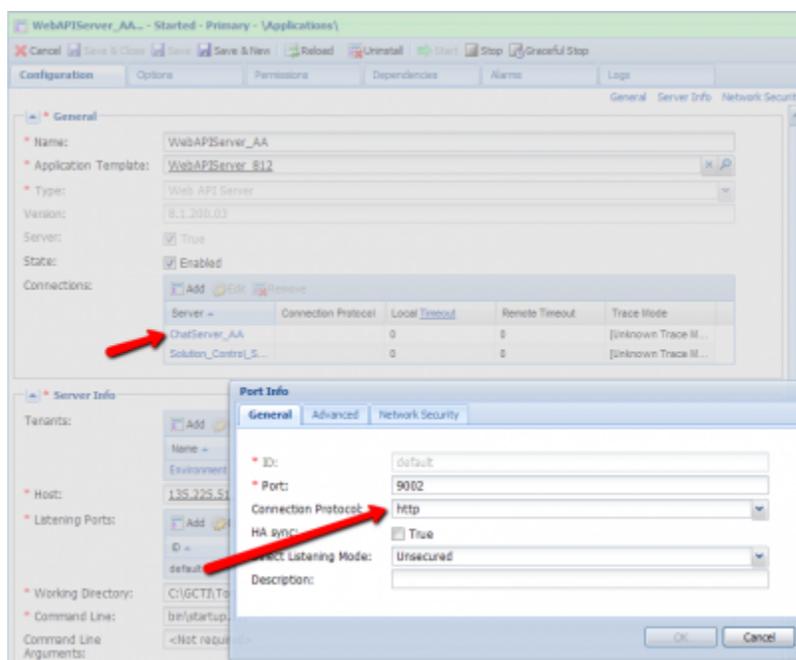
Section: chat			
Option Name	Required	Option Value	Description
chat_load_balancer_url_path	true	WebAPI812/ SimpleSamples812/ ChatHA/ ChatLBServerInfo.jsp	Url to the load balancer (WebAPI) for Chat servers
chat_session_request_timeout	true	30000	Duration after which the chat interaction gets deleted
ixn_server_submit_queue	true	default	Queue to which the chat interaction placed. "default" implies, use the default queue specified in the Chat server options->endpoint:1. Any value specified here should be

Section: chat			
			defined in the Chat server options->endpoints:1.
Section: service.request-chat-poll			
Option Name	Required	Option Value	Description
service	true	<url to SCXML application request-chat-poll.scxml>	URL to the scxml application to be fetched by ORS
ttl	true	3600	Duration after which service will time out and exit
type	true	ors	Should always be ors since this is an advanced service
chat_endpoint	false	<endpoint defined in chat server>	The endpoint configured on the Chat server on which the new chat interactions from GMS will arrive. Any value specified here should also be defined in the Chat server options > endpoints:1. When this value is not specified, GMS will use the value of "ixn_server_submit_queue" configured in options > chat. The endpoint should be associated with a queue configured to execute an ORS workflow (inbound_chat.scxml). This workflow is responsible to forward the chat interaction to the GMS service for advanced routing.
internal_api_url_base	false	http://<gmshost>:<gmsport>	Base url used to generate and attach the poke url to be used by agent desktop. Required if poke feature is required.
default_poke_message	false	<your poke message>	Default poke message to be sent on an internal-poke request without the poke_message parameter. Required if poke feature is used.

The following configuration options can be used to test the poke capability using the Interaction Workspace test plugin, which is available as a download: [Genesys Mobile Services Interaction Workspace Test Plugin](#)

Section: service.request-chat-poll			
Option Name	Required	Option Value	Description
iws_plugin_url	false	<url to the plugin.jsp>	URL to the JSP page to be fetched by Interaction Workspace. Plugin.jsp is provided in the samples for test purposes.
iws_plugin_view_name	false	<name of the view in Interaction Workspace>	Name of the view (tab) that displays the plugin page.

Web API Server Configuration



To configure the Web API Server, at least one Chat Server must be added and configured as an active connection. There can be multiple "primary" chat servers added as connections, in which case the Web API Server will balance between them. However, each chat server should have a **warm standby backup server configured** for reliability. The Web API Server Application object being used by your Genesys Mobile Services deployment can be updated using the following procedure:

Start of Procedure

1. Open Genesys Administrator in a web browser.

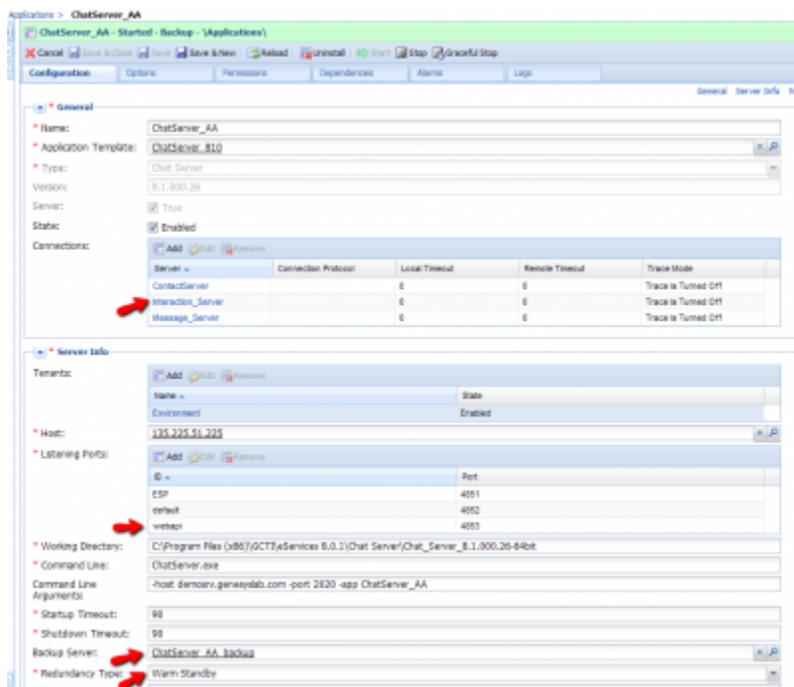
2. Locate and view the Web Server API Application object associated with your Genesys Mobile Services deployment.
3. View the *Configuration* tab.
4. In the *General* section, find the *Connections* table and click *Add*.
5. Locate and select the Chat Server Application object that you want to use.
6. Click on the Chat Server connection you plan to use to edit Port Info.
7. Ensure the *Connection Protocol* associated with the Chat Server is *http*.
8. Repeat this procedure to add additional Chat Sever instances, as necessary.

End of Procedure

Note:

- [Download ChatLBServerInfo.jsp for Single Tenant](#)
- [Download ChatLBServerInfo.jsp for Multi-Tenant](#)

Chat Server Configuration



The Chat Server Application object being used by your Genesys Mobile Services deployment should have the following configuration updates:

- Add a connection to Interaction Server.
- Listen for Web API Server traffic on the appropriate port.

- Set a backup server and specify the redundancy type.

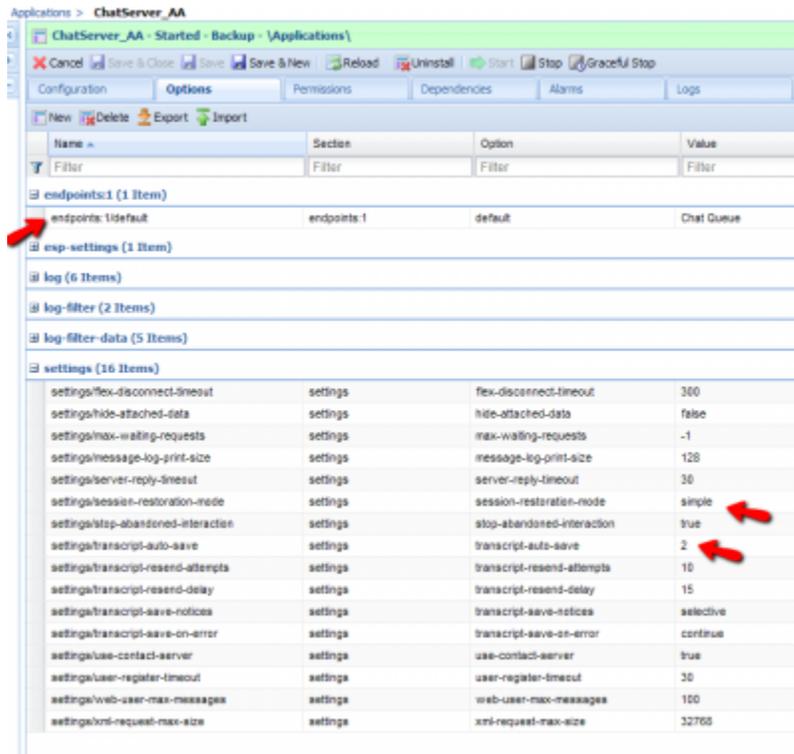
Detailed steps are provided below:

Start of Procedure

1. Open Genesys Administrator in a web browser.
2. Locate and view the Chat Server Application object associated with your Genesys Mobile Services deployment.
3. View the *Configuration* tab.
4. In the *General* section, find the *Connections* table and click *Add*.
5. Locate and select the Interaction Server Application object that you want to use.
6. In the *Server Info* section, find the *Listening Ports* table and click *Add*.
7. Add the port being used by the Web API Server that you **configured previously** to work with this Chat Server Application object.
8. Repeat this procedure for each Chat Server associated with your Genesys Mobile Services deployment.

End of Procedure

Setting Chat Server HA-Specific Options



Sample Chat Server Configuration

The following procedure should be followed to enable high availability (Requires Chat Server

8.1.000.20 or higher):

Start of Procedure

1. Open Genesys Administrator in a web browser.
2. Locate and view the Chat Server Application object associated with your Genesys Mobile Services deployment.
3. View the *Server Info* section on the *Configuration* tab.
4. Specify a *Backup Server* value.
5. Set the *Redundancy Type* to *Warm Standby*.
6. Under the *Options* tab, include the mandatory configuration options described in the table below.
7. Repeat this procedure for each (primary) Chat Server associated with your Genesys Mobile Services deployment.

End of Procedure

Required Chat Server Options (HA)

Section: endpoints:1	
Option Name	Option Value
default	Chat In
Section: settings	
Option Name	Option Value
session-restoration-mode	simple
transcript-auto-save	2