

GENESYS[®]

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Genesys Mobile Services Deployment Guide

Chat Support

4/11/2025

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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:

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∃ chat (3 Items)						
chat/chat_load_balancer_url_path chat		chat_load_t	alancer_url_path	/WebAPI812/SimpleSa	mples812/Ch	atHA/ChatLBServerInfo.jsp
chat/chat_session_request_timeout chat		chat_session	on_request_timeout	30000	30000	
chat/ixn_server_submit_queue chat		ixn_server_	xn_server_submit_queue Chat In			
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∃ server (2 Items)						
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∃ service.advanced-chat-poll (3 Items))					
service.advanced-chat-poll/service	service.advanced-chat-poll/service service.advanced-chat-poll s			http://135.225.51.225	9001/MobileC	hat/src/advanced-chat-poll.scxml
service.advanced-chat-poll/ttl	service.advanced-chat-p	ooli tti		3600		
service.advanced-chat-poll/type service.advanced-chat-poll				ors		

- 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

	Sectio	n: chat	
Option Name	Required	Option Value	Description
chat_load_balancer_url_pa	attrue	WebAPI812/ SimpleSamples812/ ChatHA/ ChatLBServerInfo.jsp	Url to the load balancer (WebAPI) for Chat servers
chat_session_request_time	edrute	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

	Sectio	n: chat				
			defined in the Chat server options- >endpoints:1.			
Section: service.request-chat-poll						
Option Name	Required	Option Value	Description			
service	true	<url scxml<br="" to="">application request- chat-poll.scxml></url>	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 chat="" defined="" in="" server=""></endpoint>	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>:<gmsp< td=""><td>Base url used to generate and attach the poke url to be used by agent desktop. Required if poke feature is required.</td></gmsp<></gmshost>	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 message="" poke=""></your>	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: Workspace Test Plugin

Section: service.request-chat-poll				
Option Name	Required	Option Value	Description	
iws_plugin_url	false	<url plugin.jsp="" the="" to=""></url>	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 in<br="" of="" the="" view="">Interaction Workspace></name>	Name of the view (tab) that displays the plugin page.	

Web API Server Configuration

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+ Server Info		-	Port Info					
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* Host:	13	5.225.51	Connec	tion Protocol	http			*
* Listening Ports:		Add 🎲	HA svo		True			
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Command Line:	bi	n\startup.						
Command Line Arguments:	<	Not require					OK_	Cancel

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

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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

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8	settings (16 Items)				
	settings/flex-disconnect-timeout	settings	fex-disci	innect-timeout	300
	settings/hide-attached-data	settings	hide-attac	thed-data	faise
	settings/max-waiting-requests	settings	max-wait	ing-requests	-1
	settings/message-log-print-size	settings	rressage	-log-print-size	128
	settings/server-reply-timeout	settings	server-re	ply-timeout	30
	settings/session-restoration-mode	settings	session-r	estaration-mode	sinple
	settings/stop-abandoned-interaction	settings	stop-aber	ndoned-interaction	true
	settings/transcript-auto-save	settings	transcript	-auto-save	2
	settings/transcript-resend-attempts	settings	transcript	-resend-attempts	10
	settings/transcript-resend-delay	settings	transcript	-resend-delay	15
	settings/transcript-save-notices	settings	transcript	-save-notices	selective
	settings/transcript-save-on-error	settings	transcript	-save-on-error	continue
	settings/use-contact-server	aetinga	use-cont	act-server	true
	settings/user-register-timeout	aetinga	user-regi	ster-timeout	30
	settings/web-user-max-messages	aetinga	web-use	-max-messages	100
	settings/xmi-request-max-size	settings	xmi-reque	et-max-size	32768

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				