

# **GENESYS**<sup>®</sup>

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## Genesys Mobile Services Deployment Guide

#### **Configuring Chat Support**

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# Configuring Chat Support

This page details the specific configuration steps required to use the Chat API included with Genesys Mobile Services. For more details about this API, refer to 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:

#### Start

- 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, in the *Chat* section, include the mandatory configuration options described in the table below.

#### End

Section: chat					
<b>Option Name</b>	Required	<b>Option Value</b>	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 defined in the Chat server options- >endpoints:1.		

#### **Genesys Mobile Services Options**

## Web API Server Configuration

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Configuration	Options	Permissions	Dependencies	Alarma	Logs			
· General					General Server Info	Network Sec		
* Name:	WebAPIServer	_AA						
Application Templa	te: WebAPIServer	812		A X				
Type:		ner v						
Version:								
	True							
State:	Enabled	V Enabled						
Connections:	EAdd OEdd	Add Cat Renove						
	Server -	Connection Protoc	el Local Tirreout	Renote Timeout	Trace Mode			
	ChatServer_AA		0	0	[Unknown Trace II			
-	Solution_Control	ــــــــــــــــــــــــــــــــــــــ	0		[Unknown Trace II			
+ * Server Info		ort Info						
Tenants:	E Add	General Advanced	Network Security					
	Name +							
	Environment	• 1D:	default					
Host:	135.225.51	* Port:	9002					
	F Add OR	Connection Protocol	-	http				
* Listening Ports:		HA sync:	True True					
Listening Ports:	D_		c Unsecured			~		
* Listening Ports:	D . default	Net Listening Mode						
	default	Description:						
<ul> <li>Listening Ports:</li> <li>Working Directory:</li> <li>Command Line:</li> </ul>	default							

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.

Use the following procedure to download a required chat-related file, and to update the Web API Server Application object that is being used by your GMS deployment:

#### Start

- 1. Download the ChatLBServerInfo.jsp file, and then add the file into the Web API Server directory.
  - Download ChatLBServerInfo.jsp for Single Tenant
  - Download ChatLBServerInfo.jsp for Multi-Tenant
- 2. Open Genesys Administrator in a web browser.
- 3. Locate and view the Web Server API Application object associated with your Genesys Mobile Services deployment.
- 4. View the *Configuration* tab.
- 5. In the *General* section, find the *Connections* table and click *Add*.
- 6. Locate and select the Chat Server Application object that you want to use.
- 7. Click on the Chat Server connection you plan to use to edit Port Info.
- 8. Ensure the *Connection Protocol* associated with the Chat Server is *http*.
- 9. Repeat this procedure to add additional Chat Sever instances, as necessary.

End

## Chat Server Configuration

Configuration D	dans Pr	ermissione Dependence	ies Alama	Laga			
a General					General 1	server only	
* Name:	ChatServer_AA						
Application Template	-					x P	
• Type:	Chat Server						
Version	8.1.000.26						
Server:	E Ton E Duiled						
Statec							
Connections:	CAM OTHER IN	Renove					
	Server -	Cannection Protocol	Local Timecul	Rende Tinecul	Trace Mode		
	Contectilerver		8	8	Trace is Turned Off		
_	Interaction_Server		8	8	Trace is Turned Off		
-	Message_Server		6	0	Trace is Turned Off		
	MAD OF A						
	Name -	parton.	State	d			
• Host:	Name x	Par real		d		* 4	
	Name + Environment 125.225.51.225			d		* 4	
	Name + Environment			đ			
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* Latening Perts: * Working Deectary: * Command Line: Command Line	Name = Environment 335.225.51.225 Add @cdn @ environment cellwat woteol Cr/Program Rise (c ChatServer.enz	Parrona	Pat 401 405 1 5anver/Chat_Server_8.1.0				
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* Hast: * Latening Ports: * Working Devoters: * Command Line: Command Line Apprents: * Satus Timeout: * Shatborn Timeout:	Name + Environment 33522553225 E-Add (greating B + ESP enhant vertex) C/Program Tiles () OtatServer.exe -host demonry.get	Percent 460//0CT7#Services 8.0.1/Chu resysteb.com -port 2020 -app 1	Pat 401 405 1 5anver/Chat_Server_8.1.0				

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.

The detailed steps are provided below:

#### Start

- 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

#### Setting Chat Server HA-Specific Options

	ChatServer_AA - Started - Backup	<ul> <li>\Applications\</li> </ul>			
×	Cancel 🛃 Save & Close 🛃 Save 🛃 Sa	sve & New 🛛 🔁 Reload	🙀 Uninstall 🛛 📫 Start	📓 Stop 🔣 Graceful St	op .
0	onfiguration Options	Permissions	Dependencies	Alarms	Logs
	New The Delete 👲 Export 🐺 Import				
Name . Sector Option Value					
Filter		Filter	Filter		Filter
	endpoints:1 (1 Item)				
	endpoints: 1/default	endpoints:1	default		Chat Queue
l					
	esp-settings (1 Item)				
	log (6 Items)				
	log-filter (2 Items)				
	log-filter-data (5 Items)				
1	settings (16 Items)				
	settings/flex-disconnect-timeout	settings	fex-disc	innect-timeout	300
	settings/hide-attached-data	settings	hide-atta	ched-data	faise
	settings/max-waiting-requests	settings	max-wait	ing-requests	-1
	settings/message-log-print-size	settings	ressage	-log-print-size	128
	settings/server-reply-timeout	settings	server-re	ply-timeout	30
	settings/session-restoration-mode	settings	session-	estaration-mode	sinple
	settings/stop-abandoned-interaction	settings	stop-abar	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	l-resend-delay	15
	settings/transcript-save-notices	settings	transcript	-save-notices	selective
	settinga/transcript-save-on-error	settings	transcript	-save-on-error	continue
	settings/use-contact-server	settings	use-cont	act-server	true
				also formed	30
	settings/user-register-timeout	aetinga	user-regi	ater-timeout	
		settings settings		r-max-messages	100

Sample Chat Server Configuration

The following procedure should be followed to enable high availability (Requires Chat Server **8.1.000.20 or higher**):

#### Start

- 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

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			

## Next Steps

With basic configurations now complete, you can start loading and managing your services, using the GMS Service Management User Interface.

#### • Service Management User Interface

You can also configure additional, advanced settings that are outlined in the following section:

Configuration