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Service Management UI Help

[Chat Immediate](#)

Chat Immediate

Type: ors / chat

Scenario

The customer wishes to chat immediately with an agent of the Call Center. The Callback service provides an access URL that the customer can connect. Then, the customer's chat interaction is processed and routed to an agent.

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns the URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.
- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Setting up Acceptance of a Chat Interaction

In order for the Callback service to accept a chat interaction, you must set up the `inbound_chat.scxml` matching the service through Configuration Manager (or Genesys Administrator). The steps detailed below use Configuration Manager.

Note: The `inbound_chat.scxml` file is included in your GMS installation.

Start

1. In Configuration Manager, create an enhanced script object (for example, *GMSInbound*).

2. On the *Annex* tab, configure the *Application/url* option as follows:
url = http://<gms>host>:<gms>port>/genesys/1/document/service_template/callback/src/inbound_chat.sxaml
3. On the *Annex* tab, configure the *ApplicationParms* section by adding the below options:
app_find_agent_timeout = <timeout in seconds when routing to agent>

app_selected_agent_group = <agent_group for GMS match fails>
4. Configure an Interaction Queue to use the enhanced routing object that you just created. To do this, on the *Annex* tab, configure the *Orchestration/application* option as follows:
script:GMSinbound

End

Configuration Options

The sections below list the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *Chat-Immediate* as the Common Default Configuration (see [Configured Services](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values.

Predefined Values

These are the default values, which are automatically populated when using the pre-defined User-Originated-Immediate service. You must not change these values.

Option	Description
_media_type=chat	Media type of the interaction that the service is expected to handle. This option enables URS to select an agent who has the appropriate media capabilities. This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value. This option is mandatory.
_wait_for_agent = false	True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID. This option is mandatory.

Option	Description
<code>_wait_for_user_confirm = false</code>	True to wait for confirmation of the customer's availability. If this option is set to true, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the <code>_wait_for_agent</code> option is set to true.
<code>_ttl = 86400</code>	Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means <code>_ttl=604800</code> . This option is mandatory.
<code>_type = ors</code>	<ul style="list-style-type: none"> For Genesys Mobile Services-based services: builtin For Orchestration Server-based services: ors
<code>_use_debug_push_certificate = false</code>	Use debug certificates for the push notification provider

Additional Required Options

You must enter a string value for the following options:

Option	Description
<code>_target</code>	Routing target that specifies the agent/queue resource that will process this request. <ul style="list-style-type: none"> Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5. Starting in 8.5.114.09, the limit is increased to 15.

Option	Description
	<p>Single Target</p> <p>For a single target, format the string according to the URS target specification: <Target String>@<StatServer name>.<Target Type> where Target Type is one of the following:</p> <ul style="list-style-type: none"> • A (Agent) • AP (Agent Place) • GA (Group of Agents) • GP (Group of Places) • GC (Campaign Group) <p><Target String> can be a skill expression. In that case, <Target String> must start with '?:'. For example:</p> <ul style="list-style-type: none"> • Billing@StatServer.GA—Routes to Agent Group "Billing". • ?:English=20&Loans=2@StatServer.GA—Routes to any agent matching the skill expression. <p>See the Universal Routing Server (URS) documentation for additional information about URS targets.</p> <p>Multiple Targets</p> <p>To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:</p> <pre>[{ "target": "<Target String>@<StatServer name>.<Target Type>", "timeout": "<integer>", "clear":<true/false>, "stat_to_check": "<stat name>", "stat_operator": "< or >", "stat_value": "1" }]</pre> <ul style="list-style-type: none"> • The timeout property specifies how long to wait in seconds before switching of targets. • The stat_to_check property can be set to any of the values supported by the Statistics parameter passed to the IRD function SData(Target, Statistics), unless target is a skill expression. If target is a skill expression, you must choose one of the following values: <ul style="list-style-type: none"> • RStatAgentsReadyvoice—agents ready for voice media.

Option	Description
	<ul style="list-style-type: none"> • RStatAgentsReady—agents ready for any media. • RStatAgentsTotal—agents logged in. • The stat_value property specifies the threshold for the statistic passed in stat_to_check. If the condition set by the combination of stat_to_check, stat_operator, and stat_value is met, the current target is skipped, except if it is the last target of the list. • If clear=true, the target will be overridden when switching to the next target; if clear=false, the target will be expanded with the next target. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Important</p> <p>If you set multiple targets in this option, then _urs_queued_ttl should be set to the total queue time across all targets.</p> </div> <p style="text-align: right; color: #c00000;">more...</p>
<p>_urs_virtual_queue</p>	<p>Virtual queue (alias) to which the service request will be added.</p>
<p>_urs_prioritization_strategy = WaitForTarget</p> <p>_urs_strategy_update_sub_routine = SetRouteDelay</p>	<p>By default, these options respectively match the names of the URS strategy and subroutine that you imported into IRD. If you changed one of these names, update the corresponding option to reflect the correct name.</p>

Sample Request and Response Sequence

When your chat immediate service is configured, you can use this service to retrieve your new service ID associated with your chat session. Then, you will be able to use this ID in the [Chat API v1](#).

Create chat immediate service

```
Request URL:http://localhost:8080/genesys/1/service/callback/chat-immediate
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip, deflate, sdch
Accept-Language:en-US,en;q=0.8
```

```
Connection:keep-alive
Content-Length:660
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryYbCe8VCHJCMGeynE
Cookie:JSESSIONID=1bob1qjgrmiy589bpyvtmrhow; BAYEUX_BROWSER=f3d8-3vwgdclvyroghjsaf871lc60
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_customer_number"

6502388511
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="usr_customer_name"

Bob Marke1
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="usr_reason"

billing question
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_device_os"

comet
-----WebKitFormBoundaryYbCe8VCHJCMGeynE--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 13 Aug 2013 22:15:31 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Set-Cookie:JSESSIONID=e6yzey0kup8v8l7l8lurnhzs;Path=/genesys
Transfer-Encoding:chunked

Response Body:
{
  "_dialog_id": "1",
  "_action": "StartChat",
  "_label": "Start Chat",
  "_start_chat_url": "http://localhost:8080/genesys/1/service/
369-01d32409-b4bb-4884-b266-02d8216fe5e3/ixn/chat",
  "_comet_url": "http://localhost:8080/genesys/cometd",
  "_user_header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
  "_id_to_jump_before": "exit://",
  "_chat_parameters": {
    "subject": "None"
  },
  "_id": "369-01d32409-b4bb-4884-b266-02d8216fe5e3"
}
```

Sequence Diagram

Click the diagram to access full resolution.

