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Deployment Guide

Configure a Chat Channel

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Purpose: To change the way the interaction is distributed to the contact center resource.

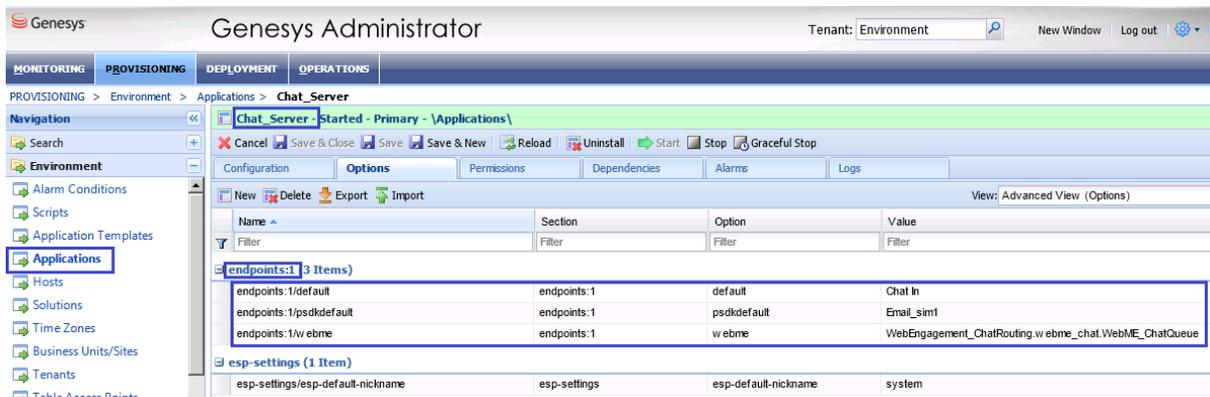
Procedure: Specifying a Chat Strategy for Routing Chat Interactions



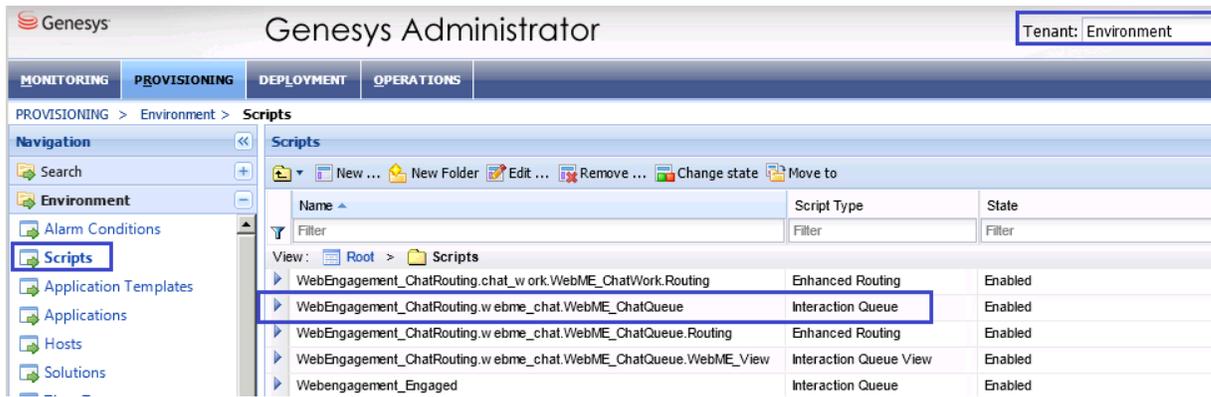
Purpose: To configure a chat strategy for routing chat interactions.

1. Start Genesys Administrator and navigate to PROVISIONING > Environment > Applications.
2. Open the application for Chat Server.
3. Configure endpoints on the Chat Server application.
 - Select the Options tab and find the endpoints section for your tenant: endpoints:<tenant ID>. For example, if Chat Server works with the tenant Environment, there should be a section called endpoints:1.
 - Set the endpoint value for the endpoints:<tenant ID>/webme option to the name of the Interaction Queue configuration object where the chat interaction should be placed.

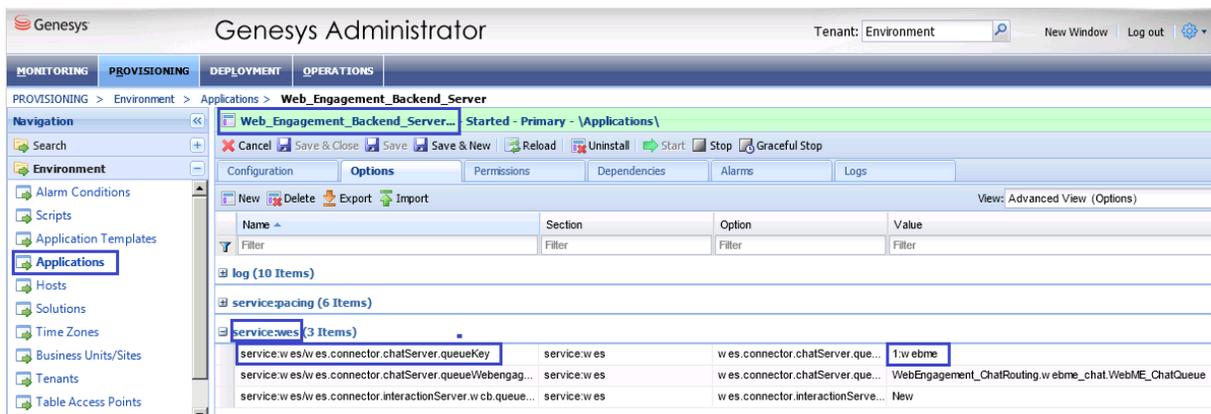
Note: Each Interaction Queue can be related to one routing strategy, either Orchestration Server (ORS) or Universal Routing Server (URS).



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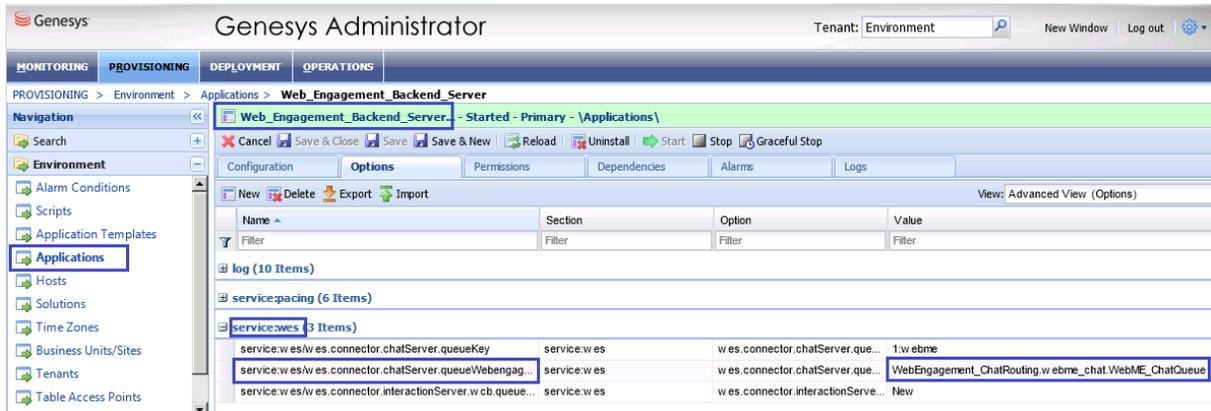


4. Click Save & Close. If the Confirmation dialog opens, click Yes.
5. Configure related options for the Web Engagement Backend Server application.
 - Open the application for Web Engagement Backend Server.
 - Select the Configuration tab and make sure the Chat Server application is listed in the Connections.
 - Select the Options tab.
 - In the service:wes section, set the value of the `wes.connector.chatServer.queueKey` option to the name of the endpoint specified in the Chat Server application options. The format is <tenant ID>:<Endpoint name>. The figure below shows the endpoint webme in the Environment tenant, which works with the Interaction Queue `WebEngagement_ChatRouting.webme_chat.WebME_ChatQueue`.



6. Specify the Interaction Queue used in the pacing algorithm in order to detect the count of interactions in queue.
 - In the service:wes section, set the value of the `wes.connector.chatServer.queueWebengagement` option to the Interaction Queue.

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7. Click Save & Close. If the Confirmation dialog opens, click Yes.

End

Procedure: Configuring Chat as the Default Channel of Engagement



Purpose: To configure chat as the default channel of engagement using the `wmsg.connector.defaultEngagementChannel` option.

Important

The `wmsg.connector.defaultEngagementChannel` option is intended for development purposes only and should not be used in a production environment.

Specifying chat as the default channel will turn off the pacing algorithm. As a result, the engagement attempt will always be activated on the chat channel and the count of ready agents will be ignored. If the `wmsg.connector.defaultEngagementChannel` option is not specified or specified with empty value, the pacing algorithms will be used.

Start

1. Start Genesys Administrator and navigate to PROVISIONING > Environment > Applications.
2. Open the application for the Web Engagement Backend Server.
3. Set the chat channel as the default channel of engagement.
 - In the `service:wmsg` section, set the value of the `wmsg.connector.defaultEngagementChannel` option to `proactiveChat`.

End