

# **GENESYS**

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# Developer's Guide

Customizing the Chat Routing Strategy

# Customizing the Chat Routing Strategy

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When you create your Web Engagement application, Genesys Web Engagement also creates default Engagement Logic and Chat Routing SCXML strategies in the

\apps\application\_name\resources\\_composer-projects\ folder. Orchestration Server (ORS) uses these strategies to decide whether and when to make a proactive offer and how to route a chat interaction to a specific target.

The default Chat Routing strategy delivers chat interactions that are initiated in Genesys Web Engagement to a specific target. Although this strategy is included as part of the Web Engagement installation, it is possible to use your own existing strategy for routing. For example, a URS-based chat routing strategy; however, in this scenario you will need to adjust the Web Engagement solution to support the pacing algorithm functionality.

You can modify the Chat Routing SCXML by importing the Composer project into Composer. The project is located here: **\apps\application name\resources\\_composer-projects\ WebEngagement\_ChatRouting**\. Refer to the sections below for details about the Chat Routing strategy and how it can be modified.

### Main Interaction Workflow

The default entry point to the GWE Chat Routing strategy is the Interaction Queue specified in the webengagementChatQueue option on the Web Engagement Cluster application.

GWE_85_Cluster Stopped - Exited - \Applications\GWE_85\						
🗙 Cancel 🖃 Save & Close 📓 Save 📓 Save & New 🛛 🐯 Reload 🛛 🙀 Uninstall 🛛 📫 Start 📓 Stop 📝 Graceful Stop						
Configuration Options Permiss	sions Dep	endencies /	Alarms Logs			
🗈 New 🙀 Delete 💆 Export 🍯 Import View: Advanced View (Options)						
Name 🔺	Section	Option	Value			
Tilter	Filter	Filter	Filter			
G chat (8 Items)						
chat/connectionTimeout	chat	connectionTime	10			
chat/identifyCreateContact	chat	identifyCreateCo	3			
chat/queueKey	chat	queueKey	1:webme			
chat/refreshPoolSize	chat	refreshPoolSize	10			
chat/refreshTaskPeriod	chat	refreshTaskPeriod	2			
chat/requestTimeout	chat	requestTimeout	5			
chat/sessionRestorationTimeout	chat	sessionRestorati	30			
chat/webengagementChatQueue	chat	webengagemen	Webengagement_Chat			

The Interaction Queue.

The interaction process pulls interactions from this queue and sends them through the chat workflow:



The chat workflow

#### Important

If you decide to change the value of **queueWebengagement**, make sure to also

adjust the name of the queue in the Chat Routing strategy.

The default Chat Routing strategy is straightforward and includes the following highlights in the workflow:

- 1. Obtain information from the User Data of the chat interaction that is being routed. See the **AssignCategory** block in the Chat Routing Strategy for details.
- 2. Send messages to the chat session from the routing strategy. See Sending Messages from the Chat Routing Strategy into the Chat Session for details.
- 3. Branch the workflow based on categories obtained from the chat interaction User Data. See the **BranchingByCategory** block for details.
- 4. Route to skill-based Virtual Groups. See the **RouteCustomerServer** and **RouteCustomerCare** blocks for details.
- 5. Route to a static Agent Group. See Routing to a Static Agent Group for details.

# Routing to a Static Agent Group

When you plan to route an interaction to a static Agent Group, you should specify the name of this group and the name of the Stat Server in the Target property of the **RouteInteractionDefault** block.

Targets	nnected to Configuration	n Server		
Туре		Name	Stat Server	Add
Agent G	roup	Web Engagement Chat	Variable(_data.StatServerName)	Remove All
				Up Debug
?			ОК	Cancel
	tatistics Order		≝≡ Min	
1	argets		Agent Group(Web Eng	gagement Chat)
	Imeout		<sup>⊥</sup> = 200	

The Target property of the **RouteInteractionDefault** block.

In the image above, the Stat Server name is specified through the Variable(\_data.StatServerName) variable. You can define this variable, or others like it, in Composer and Genesys Administrator.

#### Specifying Variables in Composer

#### Start

- 1. Double click the interaction process in this case, webme\_chat.ixnprocess.
- 2. Make sure that there are no elements selected in the opened interaction process.
- 3. Access the interaction process variables by clicking "Access Project Variables", marked with a red square in the image below:

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Tahoma 👻 9 👻	B I A 🕶 🕭 👻	⊿ ▼ → ▼   👫   💈	8 - 8 - 6	•   🖺   🛒 🕅 🗖 •
Project Explorer 😒 🛛	∃⊈ ₽ ▽□□	engage.workflo	w 🖪 webme	e_chat_work.workflow
<ul> <li>develop-wmbackend</li> <li>develop-wmfrontend</li> <li>WebEngagement_CEPRule_Templ</li> <li>WebEngagement_CEPRule_Templ</li> <li>WebEngagement_ChatRouting</li> <li>db</li> <li>include</li> </ul>	lates_85multi lates_multi		Source this IPD	of interactions for is Chat Server
🧑 webme_chat.ixnprocess				
META-INF Beports	Project Variables			
<ul> <li>▷ ▷→ src</li> <li>▷ ▷→ src-gen</li> <li>▷ ▷→ WEB-INF</li> <li>⊿ ▷→ Workflows</li> </ul>	Set the Project Variable Set the Project Variables	:5		
B webme_chat_work.worl	Variable Name	Category	Value	Description
WebEngagement_Engagement           >	StatServerName	User		Name of StatServ
<ul> <li>▷ ➢ src</li> <li>▷ ➢ src-gen</li> <li>▷ ➢ WEB-INF</li> </ul>				
<ul> <li>▲ Workflows</li> <li>▲ Clean.workflow</li> <li>▲ decision.workflow</li> <li>▲ default.workflow</li> </ul>				
getRESTinfo.workflow				

In the image above, the StatServerName variable is used in the default Chat Routing strategy.

End

#### Specifying Variables in Genesys Administrator

The StatServerName parameter is set automatically by the Provisioning Tool when you install Genesys Web Engagement, but it can be changed manually.

#### Start

- 1. Navigate to Provisioning > Environment > Scripts and find the script with the entry-point Interaction Queue. In this case, the script is Webengagement\_Chat.Routing.
- 2. In the Configuration tab, open the Orchestration section.
- 3. Now you can see a list of parameters that are passed into the Chat Routing strategy, including StatServerName.

MONITORING PROVISIONI	NG	DEP <u>l</u> oyment	<u>o</u> pera	TIONS			_		
PROVISIONING > Environment > Scripts > Webengagement_Chat.Routing									
Navigation	~	Webengagement_Chat.Routing - \Scripts\							
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📑 Alarm Conditions									
Scripts		Gene	ral —						
Application Templates		* Name:			Webengage	ment_Chat.Routing			
Applications		Tenant:			Environment				
📑 Hosts		* Script Type: En			Enhanced R	hanced Routing			
🕞 Solutions		State:		5	Enabled				
📑 Time Zones				_					
📑 Business Units/Sites		- Orches	tration –						
📑 Tenants		URI:			http://OGR	/UKOV-LT.us.int.gene	syslab.com:9081/backe	nd/re	
📑 Table Access Points		Parameters	:		🗖 Add 🎲 E	dit 🙀 Remove			
📑 Formats					Name 🔺				
📑 Fields				1	StatServerNa	me			
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Routing/eServices	+				context_mana	agement_services_url			
The StatServerName parameter.									

#### End

Sending Messages from the Chat Routing Strategy into the Chat

## Session

There are times when you might need to send messages into the chat session directly from the routing strategy. For example, this could be additional information messages, advertising messages, and so on.

The default Chat Routing strategy contains an **External Service** block that provides this functionality:

engage.work	flow 🛛 🔠 webme_chat_work.workflow 🔀 🏹 we	bme_chat.ixnprocess	
	Entry Entry1 to us	Entry block is used to began an define and initialize system( predefine er(custom) variables	application, and ed) and
	X= Assign AssignCategory	ssign block is used to assign a categor ategories', depending on user data pa	ry to a variable arsing
	للله External Serv It SendMsgToChat de	is possible to send message into chat : uted to an agent. Enable this block to monstration of this feature	session prior it is turn on
*			
-			
🖹 Markers 🔲	Properties 🔀 👭 Servers 🙀 Data Source Explorer	🚡 Snippets 📮 Console 📼 P	rogress 🛷 Search 🜇 TestNG
4 External	Service		
Model	Property	Value	2
Model	A Alias		
Appearance	Name	[클 Se	ndMsgToChatSession
	Annotation		2
	Block Notes	U.E.	
	Exceptions		
	Exceptions	민물	
	External Service Details		
	Application	I를 Ch	nat Server()
	Method Name	u≣ Me	essage
	Method Parameters	l≣ Me	essageText='You can specify post
	Service Name	IIII Ch	nat
	Service Timeout	□≡ 10	

The External Services block lets you send message from the routing strategy.

## Important

The **External Service** block is disabled by default.