



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Deployment Guide

Consultation, conference, and transfer through a queue for chat

# Consultation, conference, and transfer through a queue for chat

To ensure consultations, conferences, and transfers through queues are reported correctly for Chat, you must update the **Interaction Subtype** Business Attribute.

## Genesys Administrator

### Updating the **Interaction Subtype** Business Attribute

#### Start

1. Navigate to **PROVISIONING > Routing/eServices > Business Attributes**, select **Interaction Subtype**, and click **Edit...**
2. Select the **Attributes Values** tab and click **New...**
3. Enter the following:
  - Name: InternalConferenceInvite
  - Display Name: Internal Conference Invite
4. Click **Save & Close**.

#### End

## Configuration Manager

### Updating the **Interaction Subtype** Business Attribute

#### Start

1. Navigate to **Business Attributes > Interaction Subtype > Attribute Values**.
2. Right-click and select **New > Business Attribute Value**.
3. In the **General** tab, enter the following:
  - Name: InternalConferenceInvite
  - Display Name: Internal Conference Invite
4. Click **OK**.

#### End

---

Consultation, conference, and transfer through a queue for chat

---

## Next step

- [Back to Configuring features](#)