GENESYS™

Web Services and Applications Configuration Guide

Chat

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Chat

Workspace Web Edition provides the following options for managing Chat:

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chat.agent.prompt-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the prompt for the messages that are entered by the agent in the Chat view.

chat.agent.text-color

- Default Value: #385078
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the text of the messages that are entered by the agent in the Chat view.

chat.auto-answer

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a chat interaction is automatically accepted and joined when a Interaction Server Invite event is received. This option can be overridden by a routing strategy as described in this Configuration Guide.

chat.client.prompt-color

- Default Value: #166FFF
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the text of the messages that are entered by the target client in the Chat view.

chat.client.text-color

- Default Value: #166FFF
- Valid Values: Valid Hexadecimal (HTML) color code
- Changes take effect: When the session is started or restarted.
- Description: Specifies the color of the client text in the Chat view.

chat.enable-auto-disconnect

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: Specifies whether the chat session is automatically disconnected if the agent is the last party remaining in the chat session.

chat.nickname

- Default Value: `$Agent.UserName$`

- Valid Values: A string that contains a compilation of characters and field codes from the following list: `$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.FullName$,$Agent.EmployeeId$`.

- Changes take effect: When the session is started or restarted.

- Description: Specifies the agent's nickname that is used during chat sessions (displayed to the customer) by a string that can contain regular characters and field codes.

chat.new-message-bell

- Default Value:

- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.

- Changes take effect: When the session is started or restarted.

- Description: Specifies the path of the sound file Workspace plays when a new chat message arrives. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:

  - `-1` — play and repeat the sound until an explicit message, such as event established, causes it to stop.

  - `0` — play the whole sound once

  - an integer greater than `0` — the length of time, in milliseconds, to play and repeat the sound

chat.pending-response-to-customer

- Default Value: `30,50`

- Valid Values: <A comma-separated list value: warning time, maximum time>

- Changes take effect: When the session is started or restarted.

- Description: Specifies two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

chat.prompt-for-done

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when a user clicks Done. This option is only available for interaction open media. This option can be overridden by a routing strategy as described in this Configuration Guide.

chat.prompt-for-end

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies if the application prompts a confirmation message when a user clicks End. This option can be overridden by a routing strategy as described in this Configuration Guide.

chat.push-url.max-records

- Default Value: `20`
- Valid Values: Any integer
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum size of the pushed URL list.

chat.ringing-bell

- Default Value:
- Valid Values: All special characters that are valid in a URL file path, the '|' separator, and numeric values.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the path of the sound file Workspace plays when a chat interaction is ringing. For example: 'BELL|7|0'. The value has three components that are separated by the pipe ('|') character. The first is the sound file name (the BELL, RING, CHORD or WARNING predefined aliases or an absolute URL to a MP3 file). The second is a priority — the higher the integer, the higher the priority. The last is the duration, which can have the following values:
  - `-1` — play and repeat the sound until an explicit message, such as event established, causes it to stop.
  - `0` — play the whole sound once
  - an integer greater than 0 — the length of time, in milliseconds, to play and repeat the sound

chat.system.text-color

- Default Value: #8C8C8C

- Valid Values: Valid Hexadecimal (HTML) color code.

- Changes take effect: When the session is started or restarted.

- Description: Specifies the color of the text for system messages in the Chat view.

chat.time-stamp

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: Specifies whether the time stamp is displayed in the Chat transcript area.

chat.typing-is-enabled

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: Specifies whether typing notification is sent to the contact during a chat interaction. It should be disabled for Chat Server lower than 8.0.1.

chat.typing-timeout

- Default Value: `10`

- Valid Values: From `0` to `MAXINT`

- Changes take effect: When the session is started or restarted.

- Description: Defines the duration, in seconds, that the typing notification is displayed after the last keystroke and before the agent or contact sends their message.

expression.email-address

- Default Value: (\w+([-+.]\w+)*@\w+([-.]\w+)*\.\w+([-.]\w+)*)

- Valid Values: A regular expression

- Changes take effect: When the session is started or restarted.

- Description: Specifies the regular expression that identifies a email address in the chat.

expression.phone-number

- Valid Description: A regular expression.

- Default Value: (?:(?:[\+]?([\d]{1,3}(?:[ ]*|[\-.])))?[(]?([\d]{1,3})[\-/)]?(?:[ ]+|[\-.])?)?([\d]{3,})

- Changes take effect: When the session is started or restarted.

- Description: Specifies the regular expression that identifies a phone number in the chat transcript. This

option can be overridden by a routing strategy as described in Configuration Guide.

privilege.chat.can-click-to-dial

- Default Value: `false`
- Valid values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value of this option is set to `true`, the agent is permitted to use the Click to Dial feature identified by expression.phone-number. Depends on privilege.chat.can-use and expression.phone-number.

privilege.chat.can-click-to-email

- Default Value: `false`
- Valid values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value of this option is set to true, the agent is permitted to use the Click to Email feature identified by expression.email-address. Depends on privilege.chat.can-use and expression.email-address

privilege.chat.can-consult

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent can use the chat consultation.

privilege.chat.can-decline

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent can decline incoming chat interactions. Depends on privilege.chat.can-use.

privilege.chat.can-one-step-conference

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent can use instant chat conference.

privilege.chat.can-one-step-transfer

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent can use instant chat transfer. Depends on privilege.chat.can-use.

privilege.chat.can-push-url

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: The agent is permitted push URLs to customers during chat sessions. Depends on privilege.chat.can-use.

privilege.chat.can-release

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to manually end chat conversations. Depends on privilege.chat.can-use.

privilege.chat.can-release-consultation

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: When the value is set to `true`, the agent can manually end a chat consultation. Depends on privilege.chat.can-use.

privilege.chat.can-set-interaction-disposition

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to set the disposition code on chat interactions. Depends on privilege.chat.can-use.

privilege.chat.can-two-step-conference

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: Enables chat conference in two steps, started by a chat consultation. Depends on privilege.chat.can-use.

privilege.chat.can-two-step-transfer

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: Enables chat transfer in two steps, started by a chat consultation. Depends on privilege.chat.can-use.

privilege.chat.can-use

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the session is started or restarted.

- Description: When the value is set to `true`, the agent is permitted to use the Chat channel.

privilege.chat.show-monitoring.can-use

- Default Value: `false`

- Valid Values: `true`, `false`.

- Changes take effect: When the session is started or restarted.

- Description: Allows the agent to be informed that the current chat interaction is monitored by a supervisor.