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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

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Next step

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