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Apple Messages for Business Guide

Deploying Apple Messages for Business

12/16/2025

Deploying Apple Messages for Business

Prerequisites

Component	Prerequisites
Digital Messaging Server (DMS)	Minimum version 9.1.003.12 or later is required.
Workspace Desktop Edition (WDE)	Minimum version 8.5.127.06 or later is required
eServices Manager	Minimum version 9.0.000.09 or later is required.

Deploy Digital Messaging Server

Follow the [installation procedure for Digital Messaging Server](#).

Create an Apple Messages for Business channel in Genesys Hub

Follow the [procedure for creating an Apple Messages for Business channel in Genesys Hub](#).

Install the channel driver

1. Navigate to the folder that contains the installation package for Genesys Driver for use with Apple Business Chat via Hub.
2. Run the installation for Genesys Driver for use with Apple Business Chat via Hub:
On Windows, run `setup.exe`
On Linux, run `install.sh`
3. When prompted by the installation dialog, specify the proper Configuration Server parameters for your environment and select the desired Digital Messaging Server application.
4. After installation, locate the **AbcHubDriver.cfg** configuration file in the \<**Digital Messaging Server application**>\media-channel-drivers\channel-abc-hub folder.
5. In GAX, open your Digital Messaging Server Application, go to the **Options** tab, and import options from the **AbcHubDriver.cfg** file.

Configuration

All options are documented in the [Options Reference](#).

Configuring Chat Server

Set the following Chat Server options:

- `transcript-auto-save = 1`
This setting automatically saves the chat transcript in UCS in case of a solution failure.
- `xml-request-max-size = 100000`
Setting this value to 100 KB or more is required when using rich messaging functionality.

Follow [Deployment guidelines for async and regular chat](#) in the *Chat Server Administration* guide.

Endpoints

- Chat Server: in the **[endpoints]** section, add a queue called **async-chat-greet-queue**.
- Digital Messaging Server: in the **[channel-*any name*]** section for your Apple Messages for Business channel, add an endpoint called **session-chat**. For example: `,1:session-chat`.

The first screenshot shows the 'Digital Messaging Server Properties' configuration page. The 'Application Options' table lists three entries:

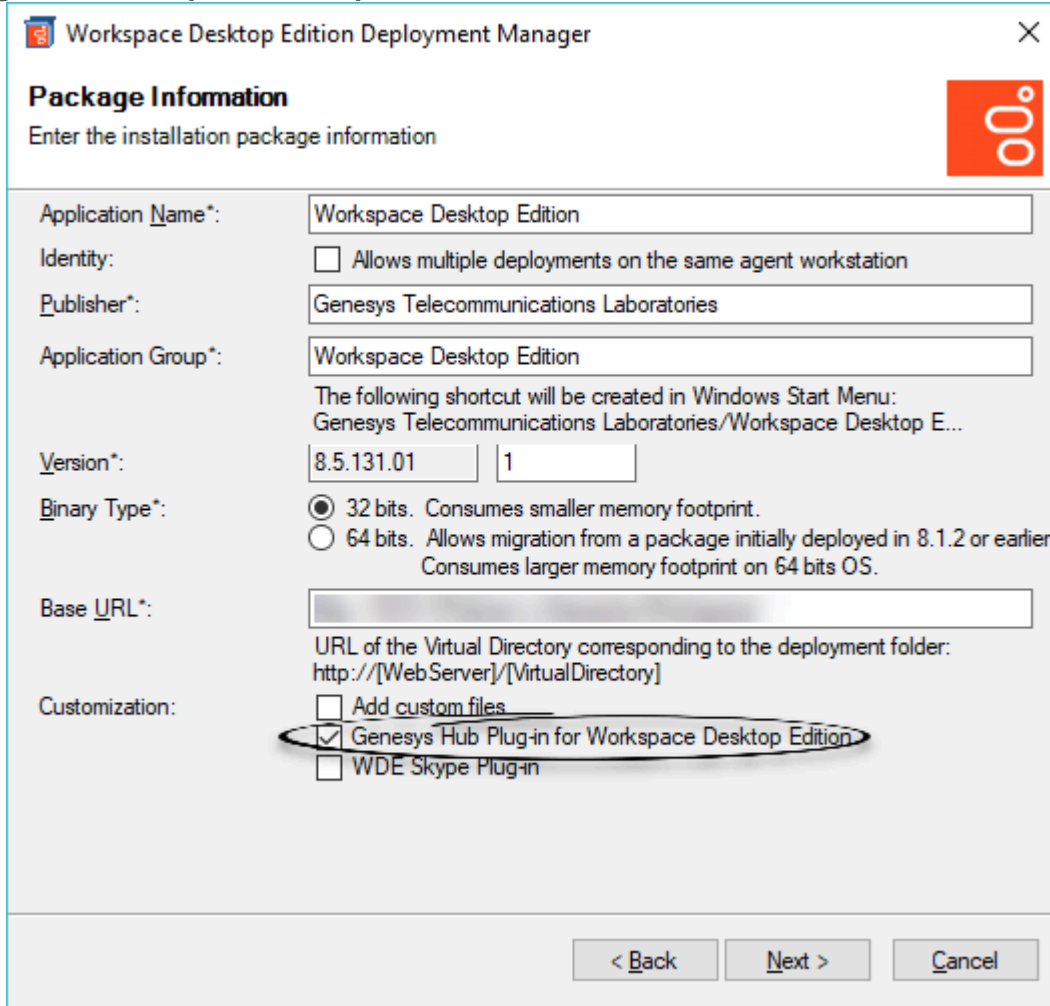
Name	Section	Key	Value
channel-abc-hub \ driver-classname	channel-abc-hub	driver-classname	com.genesyslab.mcr.smlserver.channel.abc.HubDriver
channel-abc-hub \ inbound-route	channel-abc-hub	inbound-route	,1:session-chat
channel-abc-hub \ password	channel-abc-hub	password	*****

The second screenshot shows the 'ChatServer Properties' configuration page. The 'Application Options' table lists four entries:

Name	Section	Key	Value
▼ endpoints:1			
endpoints:1 \ default	endpoints:1	default	Chat inbound queue
endpoints:1 \ session-chat	endpoints:1	session-chat	async-chat-greet-queue
▶ esp-settings			

Deploy Genesys Hub Plug-in for Workspace Desktop Edition

1. Install Workspace using the **ClickOnce deployment** procedure.
2. **Configure and install** the plugin, ensuring that your configuration procedure includes importing the template and metadata for the plugin. This makes roles and other required items available.
3. Open the Workspace Desktop Edition Deployment Manager.
4. Create a deployment package. In the **Customization** section, ensure that you select **Genesys Hub Plug-in for Workspace Desktop Edition**.



Workspace Desktop Edition Deployment Manager

Package Information
Enter the installation package information

Application Name*: Workspace Desktop Edition

Identity: ☐ Allows multiple deployments on the same agent workstation

Publisher*: Genesys Telecommunications Laboratories

Application Group*: Workspace Desktop Edition

The following shortcut will be created in Windows Start Menu:
Genesys Telecommunications Laboratories/Workspace Desktop E...

Version*: 8.5.131.01 | 1

Binary Type*: ☒ 32 bits. Consumes smaller memory footprint.
☐ 64 bits. Allows migration from a package initially deployed in 8.1.2 or earlier.
Consumes larger memory footprint on 64 bits OS.

Base URL*:
URL of the Virtual Directory corresponding to the deployment folder:
http://[WebServer]/[VirtualDirectory]

Customization: ☐ Add custom files
☒ **Genesys Hub Plug-in for Workspace Desktop Edition**
☐ WDE Skype Plug-in

< Back Next > Cancel

5. Deploy the package on a web server.

Genesys Telecommunications Laboratories Workspace Desktop Edition

Name: Workspace Desktop Edition

Version: 8.5.131.01.0

Publisher: Genesys Telecommunications Laboratories

The following prerequisites are required:

- .NET Framework 4.5

If these components are already installed, you can [launch](#) the application now. Otherwise, please contact your administrator.

[ClickOnce and .NET Framework Resources](#)

6. If you are using role-based access control,
 - You must assign all Workitem privileges. The plugin does not support unassigned Workitem privileges.
 - Assign `InteractionWorkspace.AppleBusinessChat.canUse` privileges. This allows agents to load the Apple Messages for Business plugin. If this permission is not set, the plugin will not load.
7. Provide values for the configuration options that you added to your Workspace Application, as described in the next section.

Configuring the Plugin

Plugin Options

All options for the Apple Messages for Business plugin are located in the **[interaction-workspace]** section. Options are documented in the [Options Reference](#).

When using the [Asynchronous chat subroutine](#), set the following configuration options in the **[interaction-workspace]** section:

- **applebcsession.on-hold-queue** to `async-chat-return-queue`
- **workbin.applebcsession.in-progress** to `async-chat-main-workbin`

Workspace Desktop Edition Options

Workspace Desktop Edition options are documented in the [Configuration Options Reference](#) section of the Workspace Desktop Edition Deployment Guide. The following settings are recommended:

- **contact.directory-displayed-columns** = `LastName,FirstName,PhoneNumber,EmailAddress,_msg_ProfileNickname`

- **contact.directory-search-attributes** = LastName,FirstName,PhoneNumber,EmailAddress,_msg_ProfileNickname
- **contact.displayed-attributes** = Title,FirstName,LastName,PhoneNumber,EmailAddress,_msg_ProfileNickname
- **display-format.case-name-format** = \$Contact._msg_ProfileNickname|\$Contact.FirstName\$Contact.LastName|\$Interaction.MainParty\$
- **display-format.customer-name-format** = \$Contact._msg_ProfileNickname|\$Contact.FirstName\$Contact.LastName|\$Party.DisplayName\$
- **interaction.window-title** = (\$Contact.FirstName\$ \$Contact.LastName\$Interaction._msg_ProfileNickname|\$Interaction.MainParty\$) - \$Interaction.Type\$ - \$Window.Title\$
- **toast.window-title** = (\$Contact._msg_ProfileNickname|\$Contact.FirstName\$Contact.LastName|\$Interaction.MainParty\$) - \$Window.Title\$

Important

The plugin supports only the **Default** and **HighContrast** themes. If any other theme is specified, the plugin icons will be missing.

Other configuration

- Create the following **media type** in the Configuration Server database: **applebcsession**. Next, add the **applebcsession** media type to your environment's **capacity rules** and specify how many instances of **applebcsession** interactions are allowed simultaneously.
- Create a Business Attribute of type **Interaction Subtype** with the name **InternalConferenceInvite**.
- Genesys recommends that you increase the default value of the session-shutdown-timeout option in DMS to 1800 (30 minutes).

Contact Attributes

In Genesys Administrator or Configuration Manager, create the following Business Attribute Values for the **Contact Attributes** Business Attribute:

ABC User ID

- **Name**—_msg_ProfileUserId_ABC
- **Display Name**—Profile User ID for Apple Messages for Business

In the **Annex** tab, add the following options in the **[settings]** section:

- **is-searchable** = true

- **is-sortable** = true
- **search-order-level** = 1

Profile Nickname

- **Name**—_msg_ProfileNickname
- **Display Name**—Profile Nickname

In the **Annex** tab, add the following options in the **[settings]** section:

- **is-searchable** = false
- **is-sortable** = false

Role permissions for sending attachments

Administrators can control whether an agent is allowed to send attachments in Apple Messages for Business interactions using the following permissions:

Permission name	Display name	Description
InteractionWorkspace.AppleBusinessChat.canSendFiles	AppleBusinessChat - Can Send Files	The agent is permitted to send files as attachments

Uninstalling or upgrading

Driver

Uninstalling the driver

1. Stop the DMS application with the driver. This can be done for example via GAX (or **Services** if using Windows).
2. Uninstall the driver:
 - On Windows through **Control Panel > Programs and Features**.
 - On Linux by running the **./uninstall_custom.sh** script from the **media-channel-drivers/channel-abc-hub/uninstall** folder.
3. Verify that the folder **channel-abc-hub** was removed under folder **media-channel-drivers**.

Upgrading the driver

1. Follow the procedure above to uninstall the old version of the driver.
2. Install the new version of the driver, using the instructions above on this page.
3. Start the DMS application with the driver.

Plugin

Uninstalling the plugin

1. Uninstall the plugin.
2. Create a deployment package with **Workspace Desktop Edition Deployment Manager**.
3. Deploy the package onto a web server.

Upgrading the plugin

1. Follow the procedure above to uninstall the old version of the plugin.
2. Install the new version of the plugin, using the instructions above on this page.
3. Create a deployment package with **Workspace Desktop Edition Deployment Manager**. Ensure you select the plugin in the **Customization** section.
4. Deploy the package and plugin onto a web server.