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Genesys Engage Digital (eServices)

Apple Business Chat Plugin For Workspace Desktop Edition

5/4/2025

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Important

Apple Business Chat Plug-in for Workspace Desktop Edition is no longer a separate component. All its functionality is now available in Genesys Hub Plug-in for Workspace Desktop Edition. Genesys Hub Plug-in for Workspace Desktop Edition configuration option names and their values for whatsappsession and applebcsession have been changed. WhatsApp and Apple Business Chat tasks and privileges are now present in the Genesys Hub Plug-in for Workspace Desktop Edition XML template. Genesys recommends re-importing the XML template and reconfiguring options and role privileges to address these changes. See [eServices Configuration Options Reference](#) for more details.

Options for this component are contained in the following configuration sections:

- [interaction-workspace](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.attachment-filter	*.*	Immediately
interaction-workspace	applebcsession.attachment-max-size	10240	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.auto-answer	false	At the next interaction
interaction-workspace	applebcsession.background-color-agent	#FFF3F7FB	Immediately
interaction-workspace	applebcsession.background-color-agent.high-contrast	#FF007E72	Immediately
interaction-workspace	applebcsession.background-color-client	#FFDBE5F4	Immediately
interaction-workspace	applebcsession.background-color-client.high-contrast	#FF021A87	Immediately
interaction-workspace	applebcsession.background-color-error	#FFFF6347	Immediately
interaction-workspace	applebcsession.background-color-error.high-contrast	#FFFF0000	Immediately
interaction-workspace	applebcsession.background-color-external	#FFF5F5F5	Immediately
interaction-workspace	applebcsession.background-color-external.high-contrast	#FF00766B	Immediately
interaction-workspace	applebcsession.background-color-notification	#FFFCC	Immediately
interaction-workspace	applebcsession.background-color-notification.high-contrast	#333300	Immediately
interaction-workspace	applebcsession.background-color-sessioninfo	#FFD3D3D3	Immediately
interaction-workspace	applebcsession.background-color-sessioninfo.high-contrast	#FF000000	Immediately
interaction-workspace	applebcsession.emojis-business-attribute		At the next interaction
interaction-workspace	applebcsession.font-size-text	15	Immediately
interaction-workspace	applebcsession.generic-thumbnail-height	50	Immediately
interaction-workspace	applebcsession.generic-thumbnail-width	50	Immediately
interaction-workspace	applebcsession.get-transcript-interactions	true	At the next interaction
interaction-workspace	applebcsession.image-thumbnail-height	100	Immediately
interaction-workspace	applebcsession.image-thumbnail-width	200	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.max-text-message-size	5000	At the next interaction
interaction-workspace	applebcsession.on-hold-queue		At next interaction attempt to put chat in queue.
interaction-workspace	applebcsession.pending-response-to-customer	30,50	At the next interaction.
interaction-workspace	applebcsession.reconnect-attempts	5	Immediately
interaction-workspace	applebcsession.reconnect-timeout	10	Immediately
interaction-workspace	applebcsession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	applebcsession.toast-information-key	Subject	Immediately
interaction-workspace	applebcsession.transcript-interactions-count	20	At the next interaction
interaction-workspace	applebcsession.typing-timeout	10	Immediately
interaction-workspace	applebcsession.url-regex	(?i)(http https ftp)\:V\[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-\._]\? \.'\/\\+&%\\$#!\=\~\\)(*)*[^\"\\u2026< '\".\\,\\)\\(\\[\\]	Immediately
Section	Option	Default	Changes Take Effect