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## Genesys Engage Digital (eServices)

inactivity-control

# inactivity-control

- enabled
- include-notices
- message-alert
- message-alert2
- message-close
- timeout-alert
- timeout-alert2
- timeout-close

## enabled

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

Enables (true) or disables (false, the default) chat session inactivity control by Chat Server. For active sessions, enabling or disabling of inactivity control takes effect only after some activity of chat participants occurs, or after the current inactivity timeout (specified by the "timeout-alert", "timeout-alert2" and "timeout-close" options) expires.

## include-notices

**Default Value:** major

**Valid Values:** none, major, major2, typing, all

**Changes Take Effect:** Immediately

**Modified:** 8.5.310.09

Specifies which notifications count as chat session activity for the purpose of inactivity control.

- **all:** All user notifications are included (custom, push URL, typing on/off, update nickname).
- **major:** Only major notifications are included (push URL, file uploaded, file deleted).
- **major2:** Extends the major value with custom notifications.
- **none:** All notifications are excluded.
- **typing:** Only major and "typing on" notifications are included.

## message-alert

**Default Value:** Chat session will be closed soon due to inactivity of chat participants.

**Valid Values:** Any string  
**Changes Take Effect:** Immediately

Specifies the message sent to chat participants upon expiration of the timeout which is specified by the option "timeout-alert". If an empty string is specified, no message is sent.

## message-alert2

**Default Value:** Chat session will be closed very soon due to inactivity of chat participants.  
**Valid Values:** Any string  
**Changes Take Effect:** Immediately

Specifies the message sent to chat participants upon expiration of the timeout configured as the value of the "timeout-alert2" option. If an empty string is specified, no message is sent.

## message-close

**Default Value:** Chat session closed due to inactivity of chat participants.  
**Valid Values:** Any string  
**Changes Take Effect:** Immediately

Specifies the message sent to chat participants upon expiration of the timeout specified by the option "timeout-close". If an empty string is specified, no message is sent.

## timeout-alert

**Default Value:** 255  
**Valid Values:** Any integer from 1-86400  
**Changes Take Effect:** Immediately  
**Modified:** 8.5.301.06

Specifies an inactivity alert timeout, in seconds. The inactivity timeout is set (or reset) for a session after any of the following activities: chat participant joined or left, chat participant sent a message or a notice (as defined by "include-notices"). If no qualifying activity is detected during this timeout, Chat Server:

- Sends the IDLE\_CONTROL\_ALERT notice with a message specified by the value of the "message-alert" option.
- Starts the timeout specified by the value of the "timeout-alert2" (if specified) or "timeout-close" option.

## timeout-alert2

**Default Value:** 0  
**Valid Values:** Any integer from 0-86400

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**Changes Take Effect:** Immediately  
**Modified:** 8.5.301.06

Specifies the second inactivity alert timeout, in seconds. The inactivity timeout is set (or reset) for a session after any of the following activities: chat participant joined or left, chat participant sent a message or a notice (as defined by "include-notices"). If no qualifying activity is detected during this timeout, Chat Server

- Sends the IDLE\_CONTROL\_ALERT notice with a message specified by the value of the "message-alert2" option.
- Starts the timeout specified by the value of the "timeout-close" option.

**Attention:** Timeout will not be used if the specified value is zero.

## timeout-close

**Default Value:** 45  
**Valid Values:** Any integer from 1-86400  
**Changes Take Effect:** Immediately  
**Modified:** 8.5.301.06

Specifies, in seconds, a timeout that starts after "timeout-alert" or "timeout-alert2" (if specified) expires. If any qualifying activity occurs, (see "timeout-alert" or "timeout-alert2" for a description of what qualifies as activity), the timeout stops and both "timeout-alert" and "timeout-alert2" timers are reset. If qualifying activity does not occur, Chat Server:

- Sends the IDLE\_CONTROL\_CLOSE notice with a message specified by the value of the "message-close" option.
- Closes the chat session.