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Genesys Engage Digital (eServices)

whatsappsession-channel Section

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- ***channel-name***

channel-name

Default Value:

Valid Values: Value is a new channel name. Replace option name with an old channel name.

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies new channel name to be used for outbound interactions.

Note: You must use this option only when you modify the channel name for some reason. You must not use this option to send new outbound messages through channel 2 (for example) that were originally submitted through channel 1. Additionally, it is not recommended to use both **whatsappsession.outbound-channel** option and **whatsappsession.channel** section at the same time.