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Genesys Engage Digital (eServices)

interaction-workspace Section

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wechatsession.attachment-filter

Default Value:

- .jpg;*.mp4;*.amr;

Valid Values: One or more of *.jpg;*.mp4;*.amr;*.jpeg;*.bmp;*.png;*.gif;*.mp3;

Changes Take Effect: After restart

List, separated by semicolon, of media file types that are permitted for attachments

wechatsession.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: After restart

Specifies whether WeChat interactions are (true) or are not (false) answered automatically.

wechatsession.background-color-agent

Default Value:

1. f3f7fb

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for agent messages

wechatsession.background-color-client

Default Value:

1. dbe5f4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for client messages

wechatsession.background-color-error

Default Value:

1. FFFF6347

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for error messages

wechatsession.background-color-external

Default Value:

1. FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for external messages

wechatsession.emoji-selector-mode

Default Value: ch

Valid Values: One of the following: ch, tw, en, th.

Changes Take Effect: After restart

Specifies the language of the bracketed expression (for example, "[grimace]") that appears in the agent's text entry box when a WeChat sticker is selected.

- ch: Simplified Chinese
- en: English
- th: Thai
- tw: Traditional Chinese

wechatsession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: After restart

Font size for message text in transcript

wechatsession.generic-thumbnail-height

Default Value: 150

Valid Values: Any integer from 1 to 1080

Changes Take Effect: After restart

Thumbnail height, in pixels, for all binary attachments other than images

wechatsession.generic-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: After restart

Thumbnail width, in pixels, for all binary attachments other than images

wechatsession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether the main interaction window does (true) or does not (false) show transcripts of past interactions with the contact

wechatsession.image-thumbnail-height

Default Value: 300

Valid Values: Any integer from 1 to 1080

Changes Take Effect: After restart

Thumbnail height, in pixels, for all image attachments

wechatsession.image-thumbnail-width

Default Value: 400

Valid Values: Any integer from 1 to 1920

Changes Take Effect: After restart

Thumbnail width, in pixels, for all image attachments.

wechatsession.max-size-amr

Default Value: 256

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.amr attachment file size, in KB

wechatsession.max-size-bmp

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.bmp attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechatsession.max-size-gif

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.gif attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechatsession.max-size-jpeg

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.jpeg attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechatsession.max-size-jpg

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.jpg attachment file size, in KB

wechatsession.max-size-mp3

Default Value: 256

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.mp3 attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechatsession.max-size-mp4

Default Value: 1024

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.mp4 attachment file size, in KB

wechatsession.max-size-png

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.png attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechatsession.reconnect-attempts

Default Value:

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

wechatsession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of connection loss.

wechatsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: After restart

Specifies whether system messages (such as joined/left session, error messages, and so on) are

(true) or are not (false) shown when displaying previous chat sessions.

wechatsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: After restart

Specifies whether the Information area is displayed in the WeChat interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

wechatsession.transcript-interactions-count

Default Value: 20

Valid Values: Any integer from 0 to 1000

Changes Take Effect: After restart

The number of previous chat sessions that are shown when the Agent clicks "See older messages...".

wechatsession.url-regex

Default Value: (http|https|ftp)\\:\\\\[a-zA-Z0-9\\-\\.]+\\. [a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\\/?([a-zA-Z0-9\\-\\._\\?\\!\\'\\/\\+&%\\\$#\\!\\=\\~\\)\\(*)]*[^\\u2026\\<\\'\"\\.,\\)\\(\\[\\]

Valid Values: Valid regular expression

Changes Take Effect: After restart

Regular expression for identifying url links