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Genesys Engage Digital (eServices)

WeChat Plug-in for Workspace Desktop Edition

12/14/2025

WeChat Plug-in for Workspace Desktop Edition

Important

This component is currently available on a Restricted basis only. Contact your Genesys representative for 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	wechatsession.attachment-filter	• .jpg;*.mp4;*.amr;	After restart
interaction-workspace	wechatsession.auto-answer	false	After restart
interaction-workspace	wechatsession.background-color-agent	1. f3f7fb	After restart
interaction-workspace	wechatsession.background-color-client	1. dbe5f4	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>wechatsession.background-color-error</code>	1. FFFF6347	After restart
interaction-workspace	<code>wechatsession.background-color-external</code>	1. FFF5F5F5	After restart
interaction-workspace	<code>wechatsession.emoji-selector-mode</code>	ch	After restart
interaction-workspace	<code>wechatsession.font-size-text</code>	15	After restart
interaction-workspace	<code>wechatsession.generic-thumbnail-height</code>	150	After restart
interaction-workspace	<code>wechatsession.generic-thumbnail-width</code>	200	After restart
interaction-workspace	<code>wechatsession.get-transcript-interactions</code>	true	After restart
interaction-workspace	<code>wechatsession.image-thumbnail-height</code>	300	After restart
interaction-workspace	<code>wechatsession.image-thumbnail-width</code>	400	After restart
interaction-workspace	<code>wechatsession.max-size-amr</code>	256	After restart
interaction-workspace	<code>wechatsession.max-size-bmp</code>	128	Afterrestart
interaction-workspace	<code>wechatsession.max-size-gif</code>	128	After restart
interaction-workspace	<code>wechatsession.max-size-jpeg</code>	128	After restart
interaction-workspace	<code>wechatsession.max-size-jpg</code>	128	After restart
interaction-workspace	<code>wechatsession.max-size-mp3</code>	256	After restart
interaction-workspace	<code>wechatsession.max-size-mp4</code>	1024	After restart
interaction-workspace	<code>wechatsession.max-size-png</code>	128	Afterrestart
interaction-workspace	<code>wechatsession.reconnect-attempts</code>		Immediately
interaction-workspace	<code>wechatsession.reconnect-timeout</code>	10	Immediately
interaction-workspace	<code>wechatsession.show-system-messages-in-history</code>	false	After restart
interaction-workspace	<code>wechatsession.toast-information-key</code>	Subject	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>wechatsession.transcript-interactions-count</code>	20	After restart
interaction-workspace	<code>wechatsession.url-regex</code>	(http https ftp)\:VV[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-\._]?[,\'\/\ +&%\\$#!\=\~\)\(\ *])*(^\u2026< \"'\.\.,\)\(\[s]	After restart
Section	Option	Default	Changes Take Effect