Genesys Web Engagement

chat Section

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chat Section

- connectionTimeout
- identifyCreateContact
- queueKey
- refreshPoolSize
- refreshTaskPeriod
- requestTimeout
- sessionRestorationTimeout
- webengagementChatQueue

connectionTimeout

Default Value: 10
Valid Values: A positive integer between 1 and 10
Changes Take Effect: After server restart

Specifies the timeout, in seconds, for the connection to Chat Server. After the timeout value is reached, all sessions associated with the lost Chat Server are marked for restoration.

identifyCreateContact

Default Value: 3
Valid Values: 1, 2, or 3
Changes Take Effect: Immediately

Specifies how a contact should be processed in the Contact Server.
Note: This option is applicable for proactive chat sessions only. For reactive chat sessions, you can specify the related parameter in the chat widget. See the createContact API docs for details.

Note: Web Engagement does not work with Contact Server directly, it only passes a parameter value, which has one of the following meanings:

- 1— Do not try to identify this contact and do not try to create it.

- 2—Try to identify this contact, but do not create it if absent.

- 3—Try to identify this contact and create it if absent.

queueKey

Default Value:

Valid Values: Key defined in the **endpoints**:*<tenantID>* section of the Chat Server application.
Changes Take Effect: After server restart

This option is mandatory.

The key in the connected Chat Server that specifies the entry point for the Chat Routing strategy (Interaction Queue). For instance, in the Environment tenant this would be a key defined in the **endpoints:1** section of the Chat Server application.

refreshPoolSize

Default Value: 10
Valid Values: See below
Changes Take Effect: After server restart

Specifies the number of threads used for processing requests to Chat Server.

Valid Values: Any positive integer between 1 and 99.
Use the following formula to calculate the recommended value:
`peak_chat_sessions_count / (refreshPeriod * 5)`
Where:

- `refreshPeriod` is the value of the refreshTaskPeriod option

- `peak_chat_sessions_count` is the maximum number of simultaneous chat sessions planned for one GWE Server

refreshTaskPeriod

Default Value: 2
Valid Values: A positive integer between 1 and 5
Changes Take Effect: After server restart

Specifies how often, in seconds, to refresh the chat content in the chat session.

requestTimeout

Default Value: 5
Valid Values: A positive integer between 1 and 10
Changes Take Effect: After server restart

Specifies the timeout, in seconds, for requests to Chat Server.

sessionRestorationTimeout

Default Value: 30
Valid Values: A positive integer between 5 and 300
Changes Take Effect: After session restart

Specifies the time, in seconds, during which the Web Engagement Server tries to restore a broken chat session. A session can be broken, for example, if Chat Server crashes.

webengagementChatQueue

Default Value:
Valid Values: The name of a valid Interaction Queue
Changes Take Effect: After server restart

This option is mandatory.

The name of the Interaction Queue that is used as the entry point to the Chat Routing strategy. This queue must correspond to the queue specified by the key set in the **queueKey** option.