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Genesys Engage Digital (eServices)

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applebcsession.attachment-filter

Default Value: *.*

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

Changes Take Effect: Immediately

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

applebcsession.attachment-max-size

Default Value: 10240

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: Immediately

Maximum attachment file size, in KB

applebcsession.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether Apple Business Chat interactions are (true) or are not (false) answered automatically.

applebcsession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for agent messages

applebcsession.background-color-agent.high-contrast

Default Value: #FF007E72

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for agent messages for HighContrast theme

applebcsession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client messages

applebcsession.background-color-client.high-contrast

Default Value: #FF021A87

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client messages for HighContrast theme

applebcsession.background-color-error

Default Value: #FFFF6347

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for error messages

applebcsession.background-color-error.high-contrast

Default Value: #FFFF0000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for error messages for HighContrast theme

applebcsession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for external messages

applebcsession.background-color-external.high-contrast

Default Value: #FF00766B

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for external messages for HighContrast theme

applebcsession.background-color-notification

Default Value: #FFFFCC

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for notification messages

applebcsession.background-color-notification.high-contrast

Default Value: #333300

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for notification messages for HighContrast theme

applebcsession.background-color-sessioninfo

Default Value: #FFD3D3D3

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for session info messages

applebcsession.background-color-sessioninfo.high-contrast

Default Value: #FF000000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for session info messages for HighContrast theme

applebcsession.emojis-business-attribute

Default Value:

Valid Values: Any valid business attribute name.

Changes Take Effect: At the next interaction

Valid Name of Business Attribute containing emojis.

applebcsession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: Immediately

Font size for message text in transcript

applebcsession.generic-thumbnail-height

Default Value: 50

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

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

applebcsession.generic-thumbnail-width

Default Value: 50

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

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

applebcsession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

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

applebcsession.image-thumbnail-height

Default Value: 100

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Thumbnail height, in pixels, for all image attachments

applebcsession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Thumbnail width, in pixels, for all image attachments

applebcsession.max-text-message-size

Default Value: 5000

Valid Values: Any integer from 1 to 2147483647.

Changes Take Effect: At the next interaction

Specifies the maximum size of the message in bytes.

applebcsession.on-hold-queue

Default Value:

Valid Values: Any valid Script name of type 'Interaction Queue'.

Changes Take Effect: At next interaction attempt to put chat in queue.

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the 'place chat on hold' button.

applebcsession.pending-response-to-customer

Default Value: 30,50

Valid Values: A comma-separated list value: warning time, maximum time

Changes Take Effect: At the next interaction.

Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

applebcsession.reconnect-attempts

Default Value: 5

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

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

applebcsession.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.

applebcsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

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.

applebcsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the Apple Business Chat 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.

applebcsession.transcript-interactions-count

Default Value: 20

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

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

applebcsession.typing-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, for Agent typing notifications.

applebcsession.url-regex

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

Valid Values: Valid regular expression

Changes Take Effect: Immediately