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Genesys Mobile Services

chat or chat.<service-name> Section (Version2)

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These chat options enable you to configure chat for Chat APIs Version 2 that are part of the Digital Channel APIs. See [Configuring Digital Channels](#) for further details.

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disable_authentication

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Disables Basic Authentication for chat.

enable_notification_hybrid_mode

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Discontinued: 8.5.112.05

Enables hybrid notification mode for Chat V2 CometD API. This option is dynamic and defined on a media level only.

Warning

You cannot modify this option on a running GMS node. If you do so, the node will no longer handle the existing sessions correctly.

- If false, the Chat V2 API requests will fail with an error code 240, statusCode=2 and chatEnded=true.
- If true, the GMS node will process correctly Chat V2 API requests against the session started using Chat V2 With CometD API.

enable_notification_mode

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.109.05

Enables the notification mode for the Chat V2 CometD API. This option is defined in the chat section only, cannot apply to the chat.<service-name> section, and is not dynamic. You cannot change this option at runtime: doing so may lead to incorrect node behavior. If you set this option to true, the GMS node will establish a persistent connection with the Chat Server(s) and enable the Chat V2 CometD API.

endpoint

Default Value: Environment:default

Valid Values: <TenantName>:<ChatServerEndpointName>

Changes Take Effect: Immediately

Introduced: 8.5.104.04

This option defines the eServices Chat Server endpoint that will be used to submit Chat interactions for this service. The string value must combine a valid tenant name and a valid Chat Server endpoint name from this tenant, separated by a colon: <TenantName>:<ChatServerEndpointName>

- TenantName must correspond to one of the Tenants assigned to the connected Chat Server application.
- ChatServerEndpointName is the value of one of the keys in the endpoints section of the connected Chat Server application and is a reference to the queue into which this chat session will be submitted.

escape_html

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Discontinued: 8.5.104.04

Determines whether web service responses escape HTML entities in user-submitted text. For example:

- Unescaped: <script>alert('hello')</script>
- Escaped: <script>alert('hello')</script>

Deprecated: Because some Genesys components escape HTML content, setting this option to true can lead them to display messages incorrectly. Therefore, message text must instead be escaped by

the client that generates a request.

However, you can use a value of true with custom desktops and custom web clients, as long as they do not escape their HTML content.

max_message_size

Default Value: No default value

Valid Values: Any integer from 0-104855000

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Limits the allowable size of text and message parameters with Chat and Chat CometD APIs.

- If a message parameter exceeds this value, GMS node will return a validation error with code 204.
- If the option is not defined, the GMS node will not check the size of the message.

Genesys recommends that you set the value of this option to at least 2,000 less than the lowest value of the xml-request-max-size option of all connected Chat Servers.

password

Default Value: Empty string

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Defines a password for the chat channel or service.

push_notification_include_payload

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.201.04

If true, the chat event payload is included in customhttp notifications the same as with CometD notifications. Note: Applicable to Chat V2 with CometD and customhttp only. Not applicable to FCM and iOS push events.

push_notification_to_active_client

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.219.03

If false, GMS stops sending mobile and HTTP push notifications in the chat session when the CometD connection is established. In this scenario, mobile and HTTP push notifications for new events in the chat session are only sent when there is no active CometD connection.

typing_preview

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.104.04

Text typed by a chat user can be periodically submitted to the server before the user has finished typing, so that the chat agent can get advance information about the content of the message and be more prepared to respond.

If this setting is enabled, text messages from the user are included in calls to refresh the transcript.

Important

This option is not applicable when using CometD.

username

Default Value: Empty string

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Defines a username for the chat channel or service.