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Genesys Mobile Services

chat Section (Version1)

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These chat options enable you to configure chat for Chat API Version1. See [Configuring Chat support](#) for further details.

- `_client_timeout`
- `chat_refresh_rate`
- `enable-fast-chat-transcript-refresh`
- `chat_400_response_on_disconnected`
- `chat_session_request_timeout`
- `ixn_server_submit_queue`
- `chat_load_balancer_url_path`
- `default_chat_endpoint`

`_client_timeout`

Default Value: 900

Valid Values: Any positive integer

Changes Take Effect: After restart

Client timeout in seconds for Cometd chat sessions.

If the client does not interact with the Chat service (refresh, send message, send event), GMS stops to poll the Chat server, and the Chat session is closed. This option applies only to chat sessions implemented using Cometd connections. For non-Cometd implementation, Chat server timeout parameters apply. The default value for this option is 15 minutes.

`chat_400_response_on_disconnected`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If you set this option to `true` and if the agent disconnected from the chat session, when returning to foreground and calling the chat refresh API, your chat application receives a 400 Error. If you set this option to `false` (default), your application receives 200 OK in this scenario.

`chat_load_balancer_url_path`

Default Value: /WebAPI812/SimpleSamples812/ChatHA/ChatLBServerInfo.jsp

Valid Values: Valid URL

Changes Take Effect: Immediately upon notification.

Path of the Chat load balancer, see GMS examples

chat_refresh_rate

Default Value: 2000

Valid Values: Any integer ≥ 500

Changes Take Effect: After restart

Sets the period in **milliseconds** for polling transcript changes from the chat server. This option applies to Cometd sessions only. Genesys recommends the default value (2000 msec) for most deployments. If you decrease this value, you increase the workload on GMS and chat servers.

chat_session_request_timeout

Default Value: 30000

Valid Values: Any positive integer

Changes Take Effect: Immediately upon notification.

Duration in milliseconds after which the chat interaction gets deleted.

default_chat_endpoint

Default Value: Environment:default

Valid Values: <tenant_name>:<chat_endpoint>

Changes Take Effect: Immediately upon notification.

This option is used for all chat services in order to define the queue (URS) where the chat session initiated by GMS will enter. The value of this option is the tenant name on which the service(s) will proceed, and the chat endpoint as defined in the ChatServer option. For example, the section endpoints for the tenant Environment in the chat options is written as endpoints:1. This section contains the endpoint options (for example, default=queue). The chat endpoint value to use this default endpoint in the Environment tenant is Environment:default.

Tip

You can supersede this option for each chat service using the `_chat_endpoint` option with the same <tenant_name:chat_endpoint> value.

enable-fast-chat-transcript-refresh

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.107.19

If true, enables the Index property in the chat transcript messages.

ixn_server_submit_queue

Default Value: Chat In

Valid Values:

Changes Take Effect: Immediately upon notification.

Deprecated in: 8.5.005.03

Queue used to submit Chat Interaction.