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Workspace Desktop Edition

TServer Section

12/18/2025

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These options should be configured on DN objects.

Configuring the Instant Messaging Solution

There are a number of ways to implement the Instant Messaging solutions in Genesys. This includes enabling DNs in your contact center to handle instant messages after they arrive at SIP Server. Deploying the Instant Messaging solution requires configuring various Genesys components. For detailed information, see the Genesys 7.6 Instant Messaging Solution Guide, which consolidates possible Instant Messaging solutions and configuration information for each of them.

Multi-site or Business Continuity Deployments

On the Instant Messaging DN, in the TServer section, set the `sipsignaling-chat` option to `none`, so no SIP session with an agent endpoint is created for the IM call.

For the IM solution to work, make sure the following configuration options are enabled (set to `true`) in the TServer section of the DN for Workspace Desktop Edition:

- `multimedia`
- `voice`

About Workspace

For more information about using Workspace configuration options, refer to [Introduction to Configuration Options](#).

The [Workspace Deployment Guide](#) contains topics specific to configuring options as a group to manage each functional area.

- `multimedia`
- `sip-signaling-chat`
- `voice`

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Workspace Desktop Edition Deployment Guide](#).

Tip

The following descriptions were generated by dynamic query and include cached results that may be up to one day old. Click here to [refresh the query](#).

multimedia

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether this SIP Server-related DN is capable of handling IM interactions (in addition to whatever other capabilities are set for it).

- When set to false, URS will not deliver IMs to this DN.
- Set this option to true for a DN that is related to SIP Server when you want it to be able to handle IMs.

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sip-signaling-chat

Default Value: session

Valid Values: session, none

Changes Take Effect: Immediately.

Specifies the chat mode for the Instant Messaging (IM) DN on which this option is configured.

- If you set this option to session, when the first SIP dialog containing an IM SDP is created, the MESSAGE requests are exchanged only in this dialog. You must use this value for Microsoft Office Communicator endpoints.
- If you set this option to none, SIP Server does not send a SIP MESSAGE to a SIP Endpoint during IM. Chat communication (IM) will be provided to the agent desktop by only the T-Library protocol.

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voice

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction.

Specifies whether this SIP Server-related DN is capable of handling voice interactions (in addition to whatever other capabilities are set for it). Set this option to false for DNs that are intended for IM-only interaction handling.

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