Chat Server Administration Guide

How to send ESP requests to Chat Session from Workflow

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Introduction

Genesys can send messages, notices (types are limited), and other requests to a chat session from a workflow (an URS/ORS strategy).

For example, when a customer starts a chat session from the web page, the chat session is created in Chat Server and corresponding interaction is submitted in Interaction Server. At some point, the interaction is processed by the workflow, which can send a message like "agent will be with you shortly... " and then the routing starts (to find an agent to serve this chat communication).

Prerequisites

Interaction Server application (in configuration) must be connected to Chat Server application's "ESP" port.

How to Implement

The following steps are necessary in order to send a message or notice from the URS strategy:

1. Verify that the interaction is still online by checking that `UData['IsOnline'] != '0'`. If the interaction is offline, which means that the chat session is closed, there is no sense to send messages into it.

2. Extract from the interaction properties the name of the Chat Server application which is processing/ handling the ongoing chat session. This can be achieved by assigning `UData['ChatServerAppName']` to a local variable.

3. Use the `External Service` block in the `Data and Services` palette in IR Designer (or the `External Service` block in the `Server Side` palette in Composer) to send a request. The following general parameters must be specified:

   - The Application type must be set to `ChatServer`.

   - The Application name must be set to a value obtained from the user data in step 2.

   - The Service name is set to `Chat`.

   - The `Don't send user data` must be unchecked.

4. Set the corresponding Method name to send one of the ESP requests, described below.

Method **Message**

`Message` – submits a text message to a chat session. Provide the following parameters:

Parameter	Mandatory	Value Description
MessageText	yes	Message text to submit to a chat session
MessageType	optional	Specify any arbitrary text as message type (transparent for Chat Server).
Nickname	optional	Specify a nick name of a participant on behalf of whom the message will be shown in a chat session.
Visibility	optional	Possible values: • ALL – message will be visible to all chat participants (default value) • INT – message will be visible to agents and supervisors only • VIP – message will be visible to supervisors only Use `visibility` wisely as not all components (including Genesys Workspace) may show it correctly.

Method **Notice**

`Notice` – sends a notification of the specified type to a chat session. Provide the following parameters:

Parameter	Mandatory	Value Description
NoticeType	yes	Possible values: • USER_PUSHED_URL – to implement the "push URL" functionality (`NoticeText` must contain valid URL). • USER_CUSTOM – could be used for any custom purpose (completely transparent for Chat Server).
NoticeText	optional	Any arbitrary text.
Nickname and Visibility		The same as in the `Message` Method.

Method **IdleControlConfigure**

`IdleControlConfigure` – allows to change the configuration for inactivity control monitoring for a given chat session. Provide the following parameters (while all parameters are optional, at least one parameter must be provided):

Parameter	Mandatory	Notes
reset-parameters	optional	Resets all inactivity control parameters to values provided in the Chat Server application configuration. Valid values: true / false (default).
enabled	optional	
include-notices	optional	
message-alert	optional	
message-alert2	optional	Available starting with Chat Server release 8.5.107.
message-close	optional	
timeout-alert	optional	
timeout-alert2	optional	Available starting with Chat Server release 8.5.107.
timeout-close	optional	

Method **ConfigureSession**

`ConfigureSession` - allows you to change the language for the current chat session. At least one of the following parameters must be included:

Parameter	Mandatory	Value Description
GCTI_LanguageCode	optional	If this parameter is present, other parameters are ignored . The parameter must contain the name of the language business attribute.
GCTI_LanguageName	optional	This parameter is used only if the GCTI_LanguageCode parameter is not present. Parameters are processed as described in the How Chat Server Associates Sessions with Languages section.