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Chat Server Administration Guide

Inactivity Monitoring

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Inactivity Monitoring

Overview

Inactivity monitoring is a Chat Server functionality that allows closing a chat session if there is no activity by chat participants after a certain period of time.

Inactivity monitoring is enabled:

- For all chat sessions – by setting the enabled option in `inactivity-control` to `true`.
- For async only chat sessions – see [Inactivity control and chats session closure](#) for more information.

If inactivity monitoring is enabled in the `inactivity-control` section, it works as following:

- Chat Server activates inactivity monitoring only if at least one customer and one agent (bots are not considered agents in idle control configuration) are participating in the chat session. If the inactivity monitoring is activated in a chat session, then:
- If there is no activity during the time specified by the `timeout-alert` option, Chat Server issues a warning comprising the text specified by the `message-alert` option.
- If there is no activity for another `timeout-alert2` seconds, Chat Server issues a warning comprising the text specified by the `message-alert2` option. Note, that `timeout-alert2` is activated only if the option value is greater then zero, otherwise the `timeout-close` is activated next.
- If there is no activity for another `timeout-close` seconds, Chat Server issues a notification consisting of the text specified by the `message-close` option and closes the chat session (and removes all participants from it).
- To suppress sending a message when any of the timeouts expire, set the corresponding `message-xxx` to the empty value. The empty message value does not disable the timeout itself.
- If any activity occurs, Chat Server resets the current timer and reactivates the `timeout-alert` timer. *Activity* means any activity in the chat session that is visible to all participants—so, for example, coaching messages between agents do not count as chat activity.

Inactivity monitoring control is supported for the following components:

Component	Minimum Supported Version	Configuration
Chat Server	8.5.104.08	Disabled by default. Configured in the [inactivity-control] section.
Genesys Mobile Services	8.5.106.14	No special configuration needed.
Chat Widget	9.0.000.08	No client-side configuration needed.
Workspace Desktop Edition	8.5.109.25	No special configuration needed
Workspace Web Edition	not supported	n/a

If a component that does not support this feature is deployed in solution, inactivity monitoring control must be disabled in the Chat Server options to avoid chat session closure without notifying all current participants.

Configuration per Session from Workflow

There is a possibility to set a different inactivity control configuration for different chat sessions. In order to facilitate it, the workflow (i.e. ORS/URS strategy) must send the **IdleControlConfigure** ESP request. Upon receiving such request for an ongoing chat session Chat Server:

- Modifies inactivity control parameters for a given chat session.
- Resets current inactivity control timers if any are currently enabled.

Localization of System Inactivity Messages

Chat Server can be configured to send inactivity system messages in different languages.

Important

This functionality is supported only when Chat Server is configured with a single tenant.

How to Configure Languages

A language must be configured as **Attribute Values of the Language in Business Attributes**. An arbitrary number of languages with arbitrary names can be created.

Tip

Each attribute (language) has a name and a display name which can be different. Chat Server uses the attribute name and not the display name for this functionality.

Each attribute (language) can contain the following options in the Annex:

Section	Option	Mandatory	Possible values	Notes
code	language	optional	ISO 639 code	The value is converted to lowercase when read from configuration.

Section	Option	Mandatory	Possible values	Notes
code	country	optional	ISO 3166 code	Only used if the language option is specified. The value is converted to uppercase when read from configuration.
code	use-language-as-default	optional	true / false	See How Chat Server Associates Sessions with Languages .
chat-server	message-alert	optional	any string (can be empty)	If specified, overrides the message-alert option's value for this language.
chat-server	message-alert2	optional	any string (can be empty)	If specified, overrides the message-alert2 option's value for this language.
chat-server	message-close	optional	any string (can be empty)	If specified, overrides the message-close option's value for this language.

How Chat Server Associates Sessions with Languages

Each chat session in Chat Server can be associated with a language, configured as a business attribute. For each chat session Chat Server is looking for two special key-value pairs in the initial UserData:

- **GCTI_LanguageName.** If it is present in the UserData, only this parameter is used. It must contain the name of the language business attribute. If such language business attribute does not exist, the configuration from Chat Server options is used for this session.
- **GCTI_LanguageCode.** Only if GCTI_LanguageName is not present in the UserData, then GCTI_LanguageCode is checked. It must contain code in the language-country format (or language_country for backward compatibility). Chat Server parses this code into ISO language (value is converted to lowercase) and ISO country (value is converted to uppercase). Then Chat Server is trying to find the appropriate business attribute for this session as follows:
 1. The business attribute with exactly the same language and country, specified in the code section. If not found,
 2. The attribute with the same language and empty (or not specified) country. If not found,
 3. The attribute with the same language and any country code specified, however only among attributes which contain the use-language-as-default=true option.

How to Change Chat Session Language

A session language can be changed during the course of a chat session by:

- Sending a **request from the workflow**.
- Sending a system notice from the chat widget or an agent desktop with the `configure-session` action and user data with either `GCTI_LanguageName` or `GCTI_LanguageCode`.