Deployment Guide

Configure a Cluster of Chat Servers

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Contents

Genesys Co-browse Server can support either a standalone Chat Server or a cluster of Chat servers.

This chapter describes how to configure the necessary Genesys components to allow Co-browse Server to work with a cluster of Chat Server application objects.

Prerequisites

Chat Server Applications

You must have two or more configured Chat servers in order to organize them in a cluster. Each Chat Server must:

- Work in the same tenant.
- Have the same Interaction Server and Universal Contact Server in the Connections list.
- Have the same Chat inbound queue configured in its `endpoints:<tenant_id>` section.
- Have a webapi port. This port **must** be configured in the `Listening Ports` section.

Configure the Chat Server Cluster

To organize the Chat Server applications in a cluster, do **one** of the following:

- Add all of your Chat servers in the Connections list for the Co-browse Server application.

OR

- Add your Chat servers to an Application Cluster application object and then add this application object in the Connections list for Co-browse Server.

Application Cluster Object

An Application Cluster is a set of application objects united in a cluster (such as Chat servers, Email servers,, and so on). This configuration object has a template of type "Application Cluster", and you can find it in the Templates directory for any Web API Server version.

Configure Co-browse Server to work with the Chat Server Cluster

Start of procedure

1. Open Genesys Administrator and navigate to `PROVISIONING` > `Environment` > `Applications`. Select the application defined for the Genesys Co-browse Server and click `Edit....`
2. In the `Connections` section of the `Configuration` tab, click the Add button. The `Browse for`

`applications` panel opens.

- Select the Genesys application defined for the Solution Control Server, then click OK. Solution Control Server is added to the Connections list.

- Select the Genesys application defined for the Chat Server, then click OK. Chat Server is added to the Connections list.
  Note: Add all Chat Server applications in the same way.

3. In the `Tenants` section, click the Add button. The `Tenants` panel opens.

- Select the same tenant object you used for your Chat servers.

4. In the `Options` tab, locate the `chat` section and update the following options:

    1. Set useChat to `true`

    2. Set queueKey to <tenant_id>:<your_Chat_inbound_queue>

5. Click `Save & Close`

End of procedure