Deployment Guide

chat Section

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connectionTimeout

Default Value: 10000
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the connection timeout, in milliseconds, when Co-browse Server communicates with Chat Server.

queueKey

Default Value: None
Valid Values: <tenant id>:<chat access point name>
Changes Take Effect: After restart

Specifies the access point that is used to place submitted chat interactions. For example, 1:default or 101:chat_queue. This option must be specified if the value of useChat is true.

useChat

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

Specifies whether Co-browse Server uses the built-in Chat Server functionality. If true, Co-browse Server acts as a Chat Server client and HTTP "gateway" between the master browser and Chat Server. If false, chat-related functions are disabled on the Co-browse Server.

refreshTaskPeriod

Default Value: 3000
Valid Values: Positive numeric
Changes Take Effect: After restart

Period of time before Co-browse is pinged for new tasks. Period should be small enough for fast replies but not too large to overload ChatServer with requests. Suggested time is around 5 seconds.

refreshPoolSize

Default Value: 10
Valid Values: Positive numeric
Changes Take Effect: After restart

Amount of working threads fetching updates of chat session transcripts. The following formula can be used to calculate option value:

(<expected count of simultaneuosly chatting agent> * <average time of single Refresh request processing in milliseconds>) / (<count of servers in cluster> * <refreshTaskPeriod in milliseconds>)

Example:

- 1000 expected agents (peak loading)

- 5 Co-browse servers with chat components

- `refreshTaskPeriod` value of 5000 milliseconds

- Average time of processing Refresh command of 100 milliseconds

If the customer expects the values above, the estimated pool size is (1000 * 100) / (5 * 5000) = 4. If `refreshTaskPeriod` is 2000, the formula results in 10.

sessionRestorationTimeout

Default Value: 10000
Valid Values: Positive numeric
Changes Take Effect: After restart

Period of time that client tries to establish connection with Chat Server for a particular chat session. After timeout, session terminates. This value should be big enough to cover unexpected short term network problems but small enough not to annoy visitors with frozen chat window. Values from 10 to 30 seconds are recommended.