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Genesys Mobile Services Deployment Guide

Configuring Chat Support

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Configuring Chat Support

This page details the specific configuration steps required to use the Chat API included with Genesys Mobile Services. For more details about this API, refer to [Chat API](#).

Configuration Overview

Prerequisite: Before beginning the steps described here, you should have completed the [basic configuration](#) process. To use the Chat API with your Genesys Mobile Services deployment, you must specify configuration details in the Application objects for the following objects:

- Genesys Mobile Services
- Web API Server
- Chat Server

Note: For Genesys Mobile Services configuration, it is assumed that you already have Web API Server and Chat Server installed and configured. Refer to documentation for those products if you require additional details. The following sections provide details about configuration changes required to use chat with your Genesys Mobile Services deployment. Procedures and illustrations on this page use Genesys Administrator, although the configuration can also take place using Configuration Manager.

Genesys Mobile Services Configuration

The following configuration options must be specified in your Genesys Mobile Services Application object:

Start

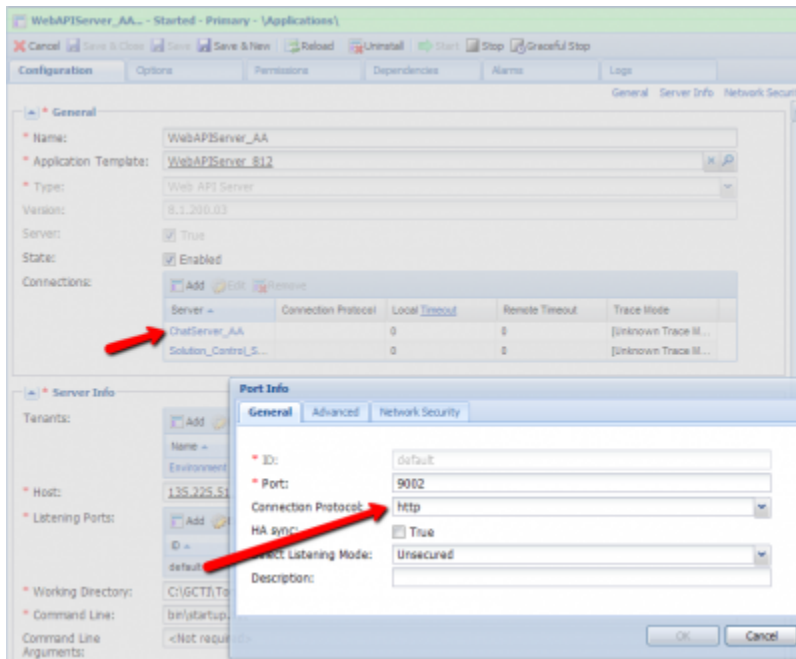
1. Open Genesys Administrator in a web browser.
2. Locate and view the Genesys Mobile Services Application object you previously created and configured.
3. Under the *General* section of the *Configuration* tab, add a connection to the Web Server API Application object that will be used with your Genesys Mobile Services deployment.
4. Under the *Options* tab, in the *Chat* section, include the mandatory configuration options described in the table below.

End

Genesys Mobile Services Options

| Section: chat | | | |
|------------------------------|----------|--|--|
| Option Name | Required | Option Value | Description |
| chat_load_balancer_url_path | true | WebAPI812/ SimpleSamples812/ ChatHA/ ChatLBServerInfo.jsp | Url to the load balancer (WebAPI) for Chat servers |
| chat_session_request_timeout | true | 30000 | Duration after which the chat interaction gets deleted |
| ixn_server_submit_queue | true | default | Queue to which the chat interaction placed. "default" implies, use the default queue specified in the Chat server options->endpoint:1. Any value specified here should be defined in the Chat server options->endpoints:1. |

Web API Server Configuration



To configure the Web API Server, at least one Chat Server must be added and configured as an active connection. There can be multiple "primary" chat servers added as connections, in which case the Web API Server will balance between them. However, each chat server should have a **warm standby**

backup server configured for reliability.

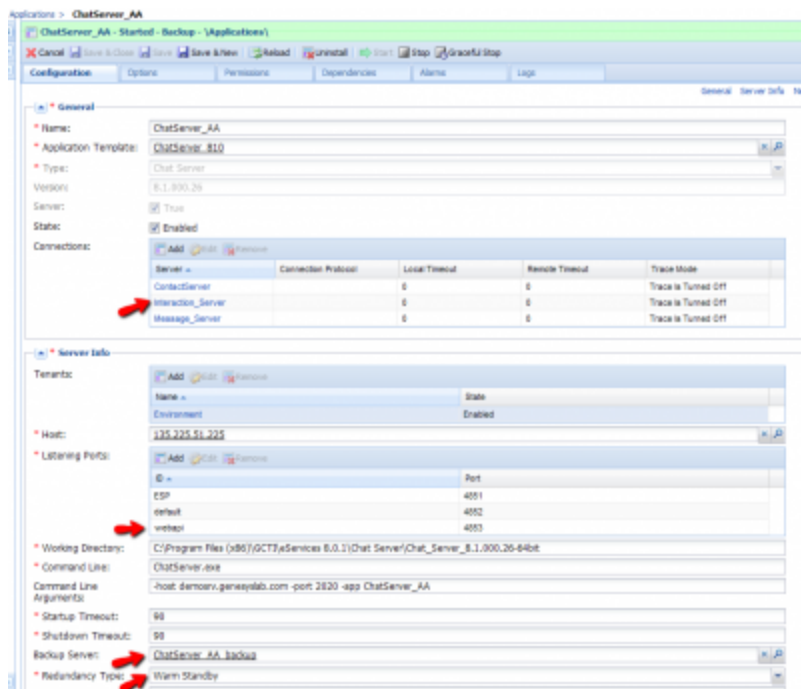
Use the following procedure to download a required chat-related file, and to update the Web API Server Application object that is being used by your GMS deployment:

Start

1. Download the `ChatLBServerInfo.jsp` file, and then add the file into the Web API Server directory.
 - [Download ChatLBServerInfo.jsp for Single Tenant](#)
 - [Download ChatLBServerInfo.jsp for Multi-Tenant](#)
2. Open Genesys Administrator in a web browser.
3. Locate and view the Web Server API Application object associated with your Genesys Mobile Services deployment.
4. View the *Configuration* tab.
5. In the *General* section, find the *Connections* table and click *Add*.
6. Locate and select the Chat Server Application object that you want to use.
7. Click on the Chat Server connection you plan to use to edit Port Info.
8. Ensure the *Connection Protocol* associated with the Chat Server is *http*.
9. Repeat this procedure to add additional Chat Sever instances, as necessary.

End

Chat Server Configuration



The Chat Server Application object being used by your Genesys Mobile Services deployment should have the following configuration updates:

- Add a connection to Interaction Server.
- Listen for Web API Server traffic on the appropriate port.
- Set a backup server and specify the redundancy type.

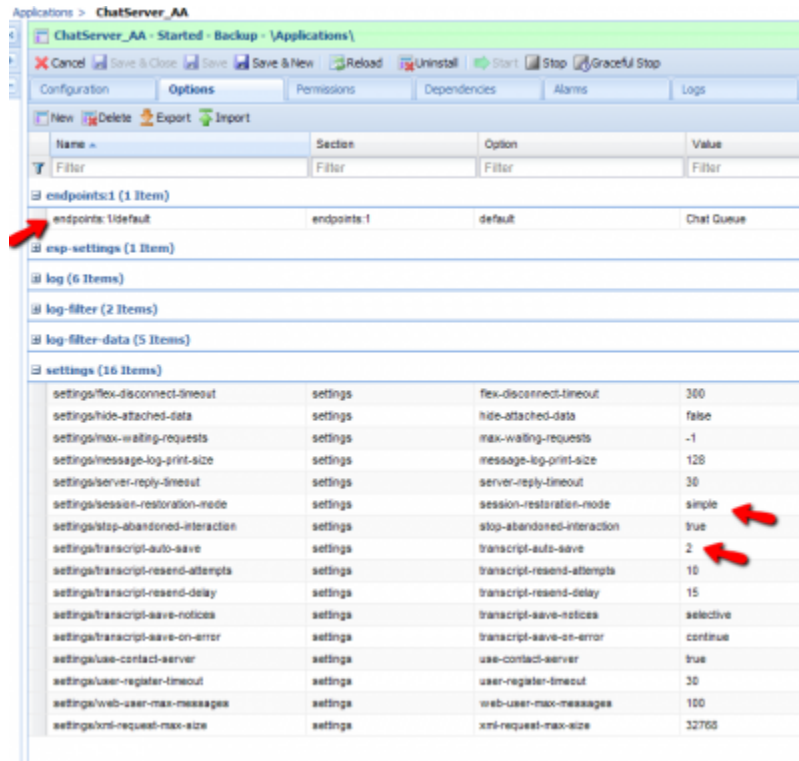
The detailed steps are provided below:

Start

1. Open Genesys Administrator in a web browser.
2. Locate and view the Chat Server Application object associated with your Genesys Mobile Services deployment.
3. View the *Configuration* tab.
4. In the *General* section, find the *Connections* table and click *Add*.
5. Locate and select the Interaction Server Application object that you want to use.
6. In the *Server Info* section, find the *Listening Ports* table and click *Add*.
7. Add the port being used by the Web API Server that you **configured previously** to work with this Chat Server Application object.
8. Repeat this procedure for each Chat Server associated with your Genesys Mobile Services deployment.

End

Setting Chat Server HA-Specific Options



Sample Chat Server Configuration

The following procedure should be followed to enable high availability (Requires Chat Server **8.1.000.20 or higher**):

Start

1. Open Genesys Administrator in a web browser.
2. Locate and view the Chat Server Application object associated with your Genesys Mobile Services deployment.
3. View the *Server Info* section on the *Configuration* tab.
4. Specify a *Backup Server* value.
5. Set the *Redundancy Type* to *Warm Standby*.
6. Under the *Options* tab, include the mandatory configuration options described in the table below.
7. Repeat this procedure for each (primary) Chat Server associated with your Genesys Mobile Services deployment.

End

Required Chat Server Options (HA)

| Section: endpoints:1 | |
|--------------------------|--------------|
| Option Name | Option Value |
| default | Chat In |
| Section: settings | |
| Option Name | Option Value |
| session-restoration-mode | simple |
| transcript-auto-save | 2 |

Next Steps

With basic configurations now complete, you can start loading and managing your services, using the GMS Service Management User Interface.

- [Service Management User Interface](#)

You can also configure additional, advanced settings that are outlined in the following section:

- [Configuration](#)