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Apple Messages for Business Guide

Deploying Apple Business Chat

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Prerequisites

- Computer with access to the Genesys Hub REST API
- Java 8 or above
- Chat Server 8.5.301.06 or later
- Universal Contact Server 8.5.300.09
- Workspace Desktop Edition 8.5.127.06 or later
- Digital Messaging Server 9.0.001.10 or later
- eServices Manager 8.5.304.09 or later
- [Create an Apple Business Chat channel in Genesys Hub](#)

Deploy Digital Messaging Server

Follow the [installation procedure for Digital Messaging Server](#).

Install the channel driver

1. Navigate to the folder that contains the installation package for Genesys Driver for use with Apple Business Chat via Hub.
2. Run the installation for Genesys Driver for use with Apple Business Chat via Hub:
On Windows, run `setup.exe`
On Linux, run `install.sh`
3. When prompted by the installation dialog, specify the proper Configuration Server parameters for your environment and select the desired Digital Messaging Server application.
4. After installation, locate the **AbcHubDriver.cfg** configuration file in the `\<Digital Messaging Server application>\media-channel-drivers\channel-abc-hub` folder.
5. In GAX, open your Digital Messaging Server Application, go to the **Options** tab, and import options from the **AbcHubDriver.cfg** file.

Configuration

All options are documented in the [Options Reference](#).

Configuring Chat Server

Set the following Chat Server options:

- stop-abandoned-interaction = never
- transcript-auto-save = 1

Ensure that the following Chat Server options are set to their default values:

- use-contact-server = true
- session-restoration-mode = none

There is a limit on the concurrent chat sessions Chat Server can support at a time. It depends on the hardware and chat session scenario, but as a rule of thumb you can expect a maximum of 1,000 concurrent sessions on one Chat Server.

Endpoints

- Chat Server: in the **[endpoints]** section, add a queue called **async-chat-greet-queue**.
- Digital Messaging Server: in the **[channel-*any name*]** section for your Apple Business Chat channel, add an endpoint called **session-ABC**. For example: `,1:session-ABC`.

Deploying Apple Business Chat

The top screenshot shows the 'Digital Messaging Server Properties' configuration page. The 'Application Options' table is as follows:

Name	Section	Key	Value
channel-abc-hub \ driver-classname	channel-abc-hub	driver-classname	com.genesyslab.mcr.smsserver.channel.abc.HubDriver
channel-abc-hub \ inbound-route	channel-abc-hub	inbound-route	, 1:session-chat
channel-abc-hub \ password	channel-abc-hub	password	*****

The bottom screenshot shows the 'ChatServer Properties' configuration page. The 'Application Options' table is as follows:

Name	Section	Key	Value
endpoints:1			
endpoints:1 \ default	endpoints:1	default	Chat inbound queue
endpoints:1 \ session-chat	endpoints:1	session-chat	async-chat-greet-queue
esp-settings			

Deploy Apple Business Chat Plug-in for Workspace Desktop Edition

1. **Configure Workspace Desktop Edition.** Note that to use role-based access control, you must use Genesys Administrator to configure Workspace Desktop Edition and the plugin.
2. Install Workspace using the **non-ClickOnce deployment** procedure, also known as "installing the Workspace Application" (the Apple Business Chat plugin does not support ClickOnce deployment).
3. **Configure and install** the plugin, being sure that your configuration procedure includes importing the template and metadata for the plugin (see **Genesys Administrator 8.1 Help** for information on importing metadata). This makes roles and other required items available.
4. If you are using role-based access control,
 - You must assign all Workitem privileges. The plugin does not support unassigned Workitem privileges.
 - Assign `InteractionWorkspace.AppleBusinessChat.canUse` privileges. This allows agents to load the Apple Business Chat plugin. If this permission is not set, the plugin will not load.
5. Provide values for the configuration options that you added to your Workspace Application, as described in the next section.

Configuring the Plugin

Plugin Options

All options for the Apple Business Chat plugin are located in the **[interaction-workspace]** section. Options are documented in the [Options Reference](#).

When using the [Asynchronous chat subroutine](#), set the following configuration options in the **[interaction-workspace]** section:

- **applebcsession.on-hold-queue** to `async-chat-return-queue`
- **workbin.applebcsession.in-progress** to `async-chat-main-workbin`

Workspace Desktop Edition Options

Workspace Desktop Edition options are documented in the [Configuration Options Reference](#) section of the Workspace Desktop Edition Deployment Guide. The following settings are recommended:

- **contact.directory-displayed-columns** = `LastName,FirstName,PhoneNumber,EmailAddress, _msg_ProfileNickname`
- **contact.directory-search-attributes** = `LastName,FirstName,PhoneNumber,EmailAddress, _msg_ProfileNickname`
- **contact.displayed-attributes** = `Title,FirstName,LastName,PhoneNumber,EmailAddress, _msg_ProfileNickname`
- **display-format.case-name-format** = `$Contact._msg_ProfileNickname|$Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$`
- **display-format.customer-name-format** = `$Contact._msg_ProfileNickname|$Contact.FirstName$ $Contact.LastName|$Party.DisplayName$`
- **interaction.window-title** = `($Contact.FirstName$ $Contact.LastName$ $Interaction._msg_ProfileNickname|$Interaction.MainParty$) - $Interaction.Type$ - $Window.Title$`
- **toast.window-title** = `($Contact._msg_ProfileNickname|$Contact.FirstName$ $Contact.LastName|$Interaction.MainParty$) - $Window.Title$`

Important

The plugin supports only the **Default** and **HighContrast** themes. If any other theme is specified, the plugin icons will be missing.

Other configuration

- Create the following [media type](#) in the Configuration Server database: **applebcsession**. Next, add the **applebcsession** media type to your environment's [capacity rules](#) and specify how many instances of

applebcsession interactions are allowed simultaneously.

- Genesys recommends that you increase the default value of the session-shutdown-timeout option in DMS to 1800 (30 minutes).
- Genesys recommends that you increase the default value of the xml-request-max-size option in Chat Server to 100 (kilobytes).

Contact Attributes

In Genesys Administrator or Configuration Manager, create the following Business Attribute Values for the **Contact Attributes** Business Attribute:

ABC User ID

- **Name**—_msg_ProfileUserId_ABC
- **Display Name**—Profile User ID for Apple Business Chat

In the **Annex** tab, add the following options in the **[settings]** section:

- **is-searchable** = true
- **is-sortable** = true
- **search-order-level** = 1

Profile Nickname

- **Name**—_msg_ProfileNickname
- **Display Name**—Profile Nickname

In the **Annex** tab, add the following options in the **[settings]** section:

- **is-searchable** = false
- **is-sortable** = false

Uninstalling or upgrading

Uninstalling the driver

1. Stop the DMS application with the driver. This can be done for example via GAX (or **Services** if using Windows).
2. Uninstall the driver:
 - On Windows through **Control Panel > Programs and Features**.
 - On Linux by running the **./uninstall_custom.sh** script from the **media-channel-drivers/channel-**

abc-hub/uninstall folder.

3. Verify that the folder **channel-abc-hub** was removed under folder **media-channel-drivers**.

Upgrading the driver

1. Follow the procedure above to uninstall the old version of the driver.
2. Install the new version of the driver, using the instructions above on this page.
3. Start the DMS application with the driver.