GENESYS™

Apple Messages for Business Guide

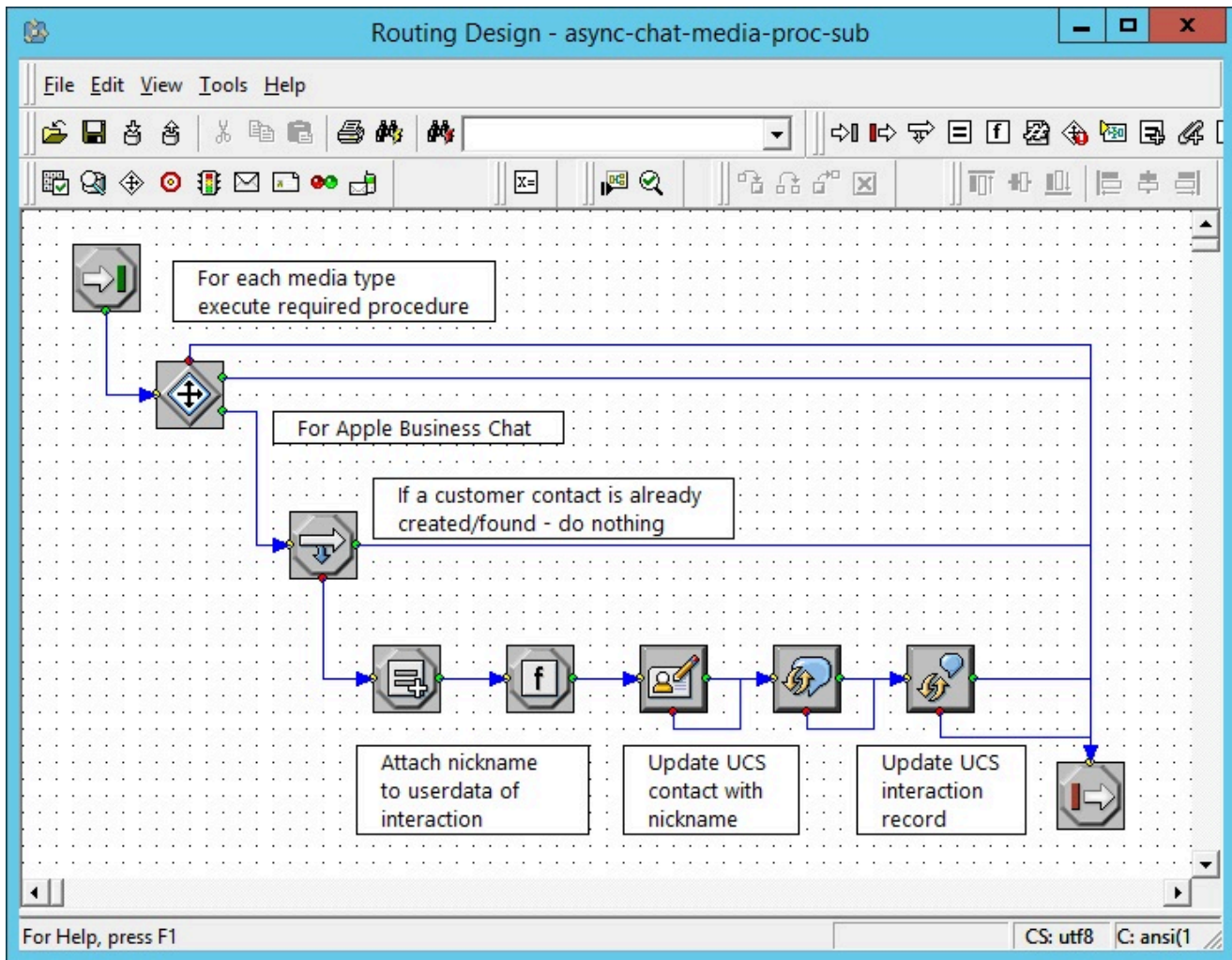## Sample Business Processes for Apple Business Chat

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Sample Business Processes for Apple Business Chat

Asynchronous chat subroutine

> **Important**
> This section applies only to Apple Business Chat 9.0.001.05 releases and higher.

The Chat Server documentation includes information on how to install and configure a workflow sample that uses asynchronous chat. The workflow sample and a description of how it works is included in the Chat Server installation package. The package also includes a subroutine that uses Apple Business Chat (see graphic below).

For Apple Business Chat interactions (interactions with the MediaType **applebcsession**), this subroutine creates a nickname for a contact if it was not yet defined.

Process

The subroutine performs the following steps:

1. Checks if the variable **_msgProfileNickname** is already initialized. If it is not initialized, it assigns the variable **_msg_Nickname_ABC** a value of **ABC Client with unknown Nickname** (this string appears on the agent desktop if the contact is new).

2. Attaches the **_msg_ProfileNickname** key to the interaction with the newly assigned nickname.

3. Updates the contact in Universal Contact Server (UCS).

4. Assigns **InteractionId** to a variable to update the interaction in the next step.

5. Updates the key **_msg_ProfileNickname** in Interaction Server.

6. Updates the key **_msg_ProfileNickname** in UCS with the same string from Step 1.

7. The rest of the interaction proceeds in the usual manner.