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WeChat Guide

Sample Business Processes for WeChat

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Sample Business Processes for WeChat

Important

Although the sample Business Process is provided in installation packages (IPs) for both Linux and Windows, installing it makes use of Interaction Routing Designer (IRD), which is available on Windows only.

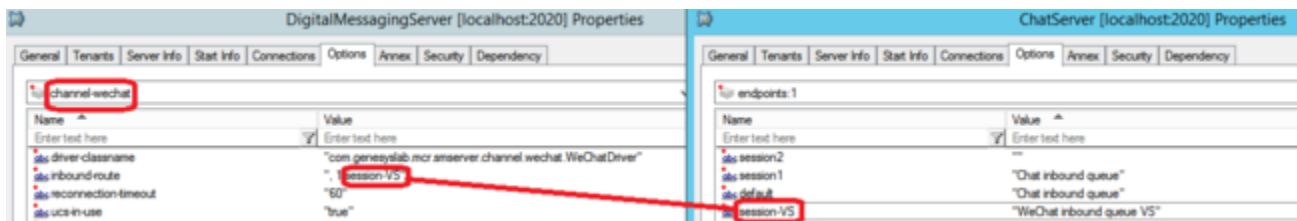
Configuration

Configure the following:

Endpoints

- Chat Server: in the **[endpoints]** section, add a queue called **WeChat inbound queue VS**.
- Digital Messaging Server: in the **[channel-*any name*]** section for your WeChat channel, add an endpoint called **session-VS**.

See the figure (click to expand):



Endpoint Configuration

Contact Attributes

- In Genesys Administrator or Configuration Manager, create the following Business Attributes of the Contact Attribute type:
 - **_msg_ProfileUserId_WeChat**, with these options in its **[settings]** section (**Annex** tab):
 - **is-searchable** = true
 - **is-sortable** = true
 - **search-order-level** = 1
 - **_msg_ProfileNickname**, with these options in its **[settings]** section (**Annex** tab):
 - **is-searchable** = false

- **is-sortable** = false

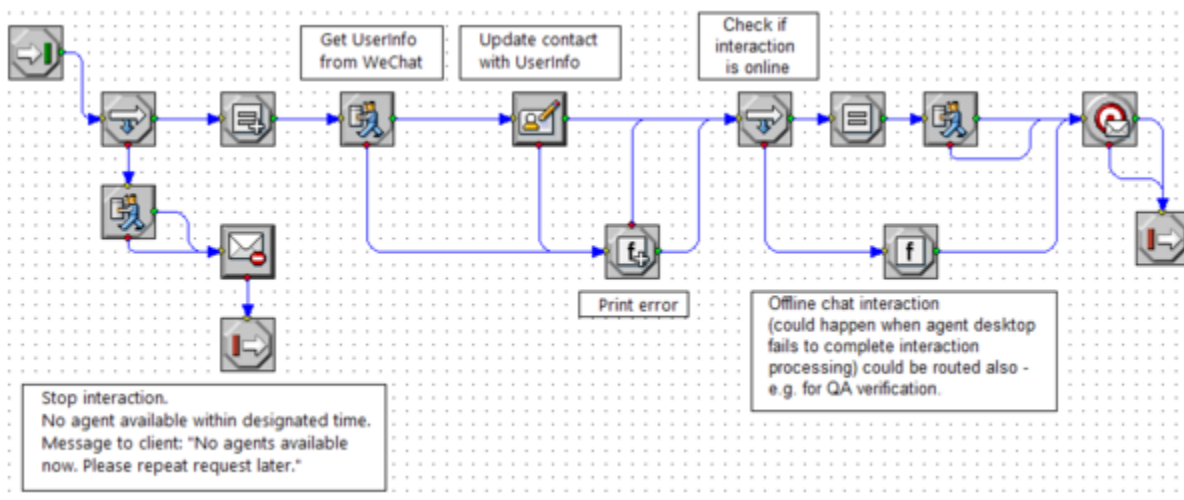
Installing

This sample Business Process is delivered as part of the installation of the Genesys Driver for use with WeChat. After installing the driver:

1. Launch IRD. In the main window, click **Interaction Design**, then **Business Processes**.
2. Double-click any existing Business Process to open the **Interaction Design** window. From the **File** menu, select **Import**.
3. Browse to the folder <Digital Messaging Server application name>\media-channel-drivers\channel-wechat and select **ABC_Simple_WeChat_BP.wie**.
4. Still in IRD, create a queue called **WeChat inbound queue VS** and connect it to Chat Server.
5. Activate the new Business Process strategies: Right-click **ABC_Simple_WeChat_BP** and select **Activate Strategies**.
6. Verify that all strategy objects are associated with the correct Application objects.

Sample Business Process for WeChat

The sample Business Process contains the single strategy **WeChat inbound strategy**, shown below (click to enlarge):



WeChat inbound strategy

The strategy proceeds as follows.

1. Check how long the interaction has been waiting for the agent. If it's more than 150 seconds, terminate the interaction with a message to the customer to try later.

2. Initialize a variable from the user data key: `_msg_ProfileUserId_ABC`.
3. Send an additional request to get more User profile data from WeChat (**Get UserInfo from WeChat**).
4. Use the resulting data to update the attributes of the identified contact in UCS.
5. Check whether the interaction is online; if it is, notify the customer with the message “An agent will be with you shortly”.
6. Deliver the interaction to an available agent in the agent group **Chat distribution for processing**.