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WeChat Guide

Deploying the WeChat Driver

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Prerequisites

- A computer with:
 - Public IP/URL and port 80 (HTTP) accessible from the Internet (for inbound messages sent by WeChat).
 - Port 443 (HTTPS) opened (for outbound messages sent to WeChat).
 - JRE or JDK version 8 or above with "Unlimited Strength Java Cryptography Extension Policy" files installed (see <http://www.oracle.com/technetwork/java/javase/downloads/jce8-download-2133166.html>).
 - Supported platforms are Windows Server 2012 (x64) and Linux 7 (x64).
- Genesys components:
 - Chat Server version 8.5.109.06 or later
 - Workspace Desktop Edition 8.5.117.18 or later
- A WeChat account of the Verified Service type. Some directions on doing this are available [here](#).

Deploy Digital Messaging Server

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

Install the Channel Driver

Run the installation for Genesys Driver for Use with WeChat, selecting the desired Digital Messaging Server object.

Configuring the Channel

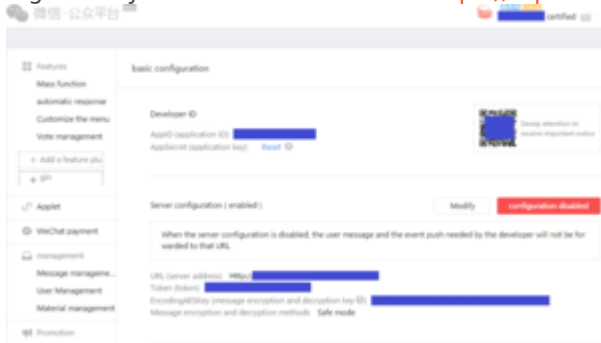
All options are documented in the [Options Reference](#).

Driver Options

The Genesys Options Reference provides documentation of all options for **Digital Messaging Server**, including the options provided by the **WeChat Driver**.

Before setting options you must record some information associated with your WeChat account:

1. Sign in to your WeChat account at <https://mp.weixin.qq.com>. See the following figure.



WeChat Account Basic Configuration Page

2. The resulting page presents a QR code; scan it with a smartphone.
3. On the resulting **basic configuration** page, make a note of the following:
 - Application ID
 - Application Secret
 - Public IP/URL
 - Access Token
 - AES Key (Cryptography key)

Then set or review the following options:

- x-debug-mode—Required value: false
- driver-classname—Required value: com.genesyslab.mcr.smsserver.channel.wechat.WeChatDriver
- inbound-route—Example: ,1:wechat_session
- reconnection-timeout—Required value: 60
- ucs-in-use—Required value: true
- x-acc-token—(Access Token value from your WeChat account)
- x-aes-key—(AES Key from your WeChat account)
- x-app-id—(Application ID value from your WeChat account)
- x-app-secret—(Application Secret value from your WeChat account)
- x-media-type-chat—Required value: wechatssession
- x-media-subtype-chat—No value

Chat Server

You must use a separate Chat Server for WeChat messages. Set the following Chat Server options:

- stop-abandoned-interaction = never
- transcript-auto-save = 1 or 2.

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

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

Review the Interaction Server handling-timeout option. Genesys recommends that you set this to a higher level than its default setting of 180; to 600, for example. This helps the system handle scenarios in which the WeChat session goes offline and the agent cannot reply to the customer.

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.

Other Configuration

- **Create media types** in the Configuration Server database:
 - Type **wechat**
 - Subtype **wechat**
- Configure role permissions.

Deploy WeChat Plug-in for Workspace Desktop Edition

1. **Configure Interaction Workspace**. Note that to use role-based access control, you must use Genesys Administrator to configure Workspace Desktop Edition and the plugin.
2. Install Interaction Workspace using the **non-ClickOnce deployment** procedure, also known as "installing the Interaction Workspace Application" (the WeChat 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.WeChat.canUse privileges. This allows agents to load the WeChat plugin. If this permission is not set, the plugin will not load.

5. Provide values for the configuration options that you added to your Interaction Workspace Application, as described in the next section.

Configuring the Plugin

Plugin Options

All options for the WeChat plugin are located in the **[interaction-workspace]** section. Options are documented in the [WeChat Plug-in for Workspace Desktop Edition](#) section of the eServices Options Reference.

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,_msg_ProfileUserId_WeChat
- **contact.directory-search-attributes** = LastName,FirstName,PhoneNumber,EmailAddress, _msg_ProfileNickname,_msg_ProfileUserId_WeChat
- **contact.displayed-attributes** = Title,FirstName,LastName,PhoneNumber,EmailAddress, _msg_ProfileNickname,_msg_ProfileUserId_WeChat
- **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 theme. If any other theme is specified, the plugin icons will be missing.