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Genesys Engage Digital (eServices)

inactivity-control

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inactivity-control

- enabled
- include-notices
- message-alert
- message-alert2
- message-close
- timeout-alert
- timeout-alert2
- timeout-close

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false, the default) chat session inactivity control by Chat Server. For active sessions, enabling or disabling of inactivity control takes effect only after some activity of chat participants occurs, or after the current inactivity timeout (specified by the "timeout-alert", "timeout-alert2" and "timeout-close" options) expires.

include-notices

Default Value: major

Valid Values: none, major, major2, typing, all

Changes Take Effect: Immediately

Modified: 8.5.310.09

Specifies which notifications count as chat session activity for the purpose of inactivity control.

- **all:** All user notifications are included (custom, push URL, typing on/off, update nickname).
- **major:** Only major notifications are included (push URL, file uploaded, file deleted).
- **major2:** Extends the major value with custom notifications.
- **none:** All notifications are excluded.
- **typing:** Only major and "typing on" notifications are included.

message-alert

Default Value: Chat session will be closed soon due to inactivity of chat participants.

Valid Values: Any string
Changes Take Effect: Immediately

Specifies the message sent to chat participants upon expiration of the timeout which is specified by the option "timeout-alert". If an empty string is specified, no message is sent.

message-alert2

Default Value: Chat session will be closed very soon due to inactivity of chat participants.
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the message sent to chat participants upon expiration of the timeout configured as the value of the "timeout-alert2" option. If an empty string is specified, no message is sent.

message-close

Default Value: Chat session closed due to inactivity of chat participants.
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the message sent to chat participants upon expiration of the timeout specified by the option "timeout-close". If an empty string is specified, no message is sent.

timeout-alert

Default Value: 255
Valid Values: Any integer from 1-86400
Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies an inactivity alert timeout, in seconds. The inactivity timeout is set (or reset) for a session after any of the following activities: chat participant joined or left, chat participant sent a message or a notice (as defined by "include-notices"). If no qualifying activity is detected during this timeout, Chat Server:

- Sends the IDLE_CONTROL_ALERT notice with a message specified by the value of the "message-alert" option.
- Starts the timeout specified by the value of the "timeout-alert2" (if specified) or "timeout-close" option.

timeout-alert2

Default Value: 0
Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies the second inactivity alert timeout, in seconds. The inactivity timeout is set (or reset) for a session after any of the following activities: chat participant joined or left, chat participant sent a message or a notice (as defined by "include-notices"). If no qualifying activity is detected during this timeout, Chat Server

- Sends the IDLE_CONTROL_ALERT notice with a message specified by the value of the "message-alert2" option.
- Starts the timeout specified by the value of the "timeout-close" option.

Attention: Timeout will not be used if the specified value is zero.

timeout-close

Default Value: 45
Valid Values: Any integer from 1-86400
Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies, in seconds, a timeout that starts after "timeout-alert" or "timeout-alert2" (if specified) expires. If any qualifying activity occurs, (see "timeout-alert" or "timeout-alert2" for a description of what qualifies as activity), the timeout stops and both "timeout-alert" and "timeout-alert2" timers are reset. If qualifying activity does not occur, Chat Server:

- Sends the IDLE_CONTROL_CLOSE notice with a message specified by the value of the "message-close" option.
- Closes the chat session.