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Genesys Engage Digital (eServices)

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applebcsession.attachment-filter

Default Value: pdf:doc:docx:ppt:pptx:xls:xlsx:jpg:jpeg:png:gif:bmp:mp4:amr:mp3

Valid Values: Any valid file extension

Changes Take Effect: Immediately

Specifies a colon-separated list of media file types that are permitted for outbound attachments.

applebcsession.attachment-max-size

Default Value: 10240

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: Immediately

Specifies the maximum file size of the outbound attachment in KB.

applebcsession.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether Apple Messages for Business interactions are answered automatically.

applebcsession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages.

applebcsession.background-color-agent.high-contrast

Default Value: #FF007E72

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages for the HighContrast theme.

applebcsession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages.

applebcsession.background-color-client.high-contrast

Default Value: #FF021A87

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages for the HighContrast theme.

applebcsession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages.

applebcsession.background-color-external.high-contrast

Default Value: #FF00766B

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages for the HighContrast theme.

applebcsession.background-color-sessioninfo

Default Value: #FFA0C89F

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages.

applebcsession.background-color-sessioninfo.high-contrast

Default Value: #FF005000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme.

applebcsession.background-color-sessioninfo-other

Default Value: #FFD3D3D3
Valid Values: Color hexadecimal (#RRGGBB)
Changes Take Effect: After restart
Introduced: 9.1.002.07

Specifies the background color of session info messages for other channels.

applebcsession.background-color-sessioninfo-other.high-contrast

Default Value: #FF000000
Valid Values: Color hexadecimal (#RRGGBB)
Changes Take Effect: After restart
Introduced: 9.1.002.07

Specifies the background color of session info messages for the HighContrast theme for other channels.

applebcsession.emojis-business-attribute

Default Value:
Valid Values: Any valid business attribute name
Changes Take Effect: At the next interaction

Specifies the valid name of a Business Attribute containing emojis.

applebcsession.focus-on-new-messages

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 9.1.007.07

Scroll down to the newest message automatically when a new message arrives.

applebcsession.font-size-text

Default Value: 15
Valid Values: Any integer from 10 to 50
Changes Take Effect: Immediately

Specifies the font size for message text in the transcript.

applebcsession.generic-thumbnail-height

Default Value: 50

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all binary attachments other than images.

applebcsession.generic-thumbnail-width

Default Value: 50

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all binary attachments other than images.

applebcsession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether the main interaction window shows transcripts of past interactions with the contact.

applebcsession.image-thumbnail-height

Default Value: 100

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all image attachments.

applebcsession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all image attachments.

applebcsession.max-text-message-size

Default Value: 5000

Valid Values: Any integer from 1 to 2147483647

Changes Take Effect: At the next interaction

Specifies the maximum size of the message in bytes.

applebcsession.message-delay-timespan

Default Value: 30

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies message delay timespan in seconds.

applebcsession.new-message-blinking

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.003.04

Specifies whether the interaction bar blinks on a new incoming message.

applebcsession.new-message-blinking-duration

Default Value: 0

Valid Values: Any integer from 0 to 2147483647

Changes Take Effect: At the next interaction

Introduced: 9.1.003.04

Specifies the duration of blinking interaction bar on a new incoming message. 0 value is for infinite.

applebcsession.notification-timestamp-visible

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.017.01

Specifies whether the notification message timestamp needs to be visible in transcript or not.

applebcsession.on-hold-queue

Default Value:

Valid Values: Any valid Script name of type "Interaction Queue"

Changes Take Effect: At the next interaction attempt to put the chat in queue

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the "Place chat on hold" button.

applebcsession.outbound-appname

Default Value:

Valid Values: Any valid application name

Changes Take Effect: At the next attempt to create a new outbound chat session

Specifies the application name of Digital Messaging Server that will be used to create an outbound chat session.

applebcsession.outbound-channel

Default Value:

Valid Values: Any valid application name

Changes Take Effect: At the next attempt to create a new outbound chat session

Specifies the channel name defined in the Digital Messaging Server application that will be used to create an outbound chat session.

applebcsession.outbound-itx-postprocessing-queue

Default Value:

Valid Values: Any valid Script name of type "Interaction Queue"

Changes Take Effect: At the next interaction attempt to put the chat in queue

Introduced: 9.1.002.07

Specifies the Interaction Queue where the outbound chat interaction is placed when the agent hits the "Done" button.

applebcsession.pending-response-to-customer

Default Value: 30,50

Valid Values: A comma-separated list value: warning time, maximum time

Changes Take Effect: At the next interaction

Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

applebcsession.reconnect-attempts

Default Value: 5

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

applebcsession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of a connection loss.

applebcsession.response-wait-time

Default Value: 10000

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the timeout, in milliseconds, for waiting for a response from a remote server.

applebcsession.send-message-on-enter-press

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.006.17

Specifies that outbound message will be sent when the Enter key is pressed.

applebcsession.show-cross-channel-messages

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.002.07

Specifies whether the main interaction window shows transcripts of past interactions with the contact and other channels.

applebcsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether system messages (such as joined/left session, error messages, etc.) are shown when displaying previous chat sessions.

applebcsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name

Changes Take Effect: Immediately

Specifies whether the information area is displayed in the Apple Messages for Business interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

applebcsession.transcript-interactions-count

Default Value: 1

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

Specifies the number of previous chat sessions that are shown when the agent clicks "See older messages...".

applebcsession.two-step-attachment-upload

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Enable two-step attachment upload.

applebcsession.typing-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, for "Agent typing" notifications.

applebcsession.url-regex

Default Value: ((http|https|ftp)\:VV)?[a-zA-Z0-9\-\.\+\.][a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\+\.]?V)?([a-zA-Z0-9\-\.\+\.]?V\\|\\+|&|%|\$\#|!|=|~|)\(*|:|)]*

Valid Values: Any valid regular expression

Changes Take Effect: Immediately

Modified: 9.1.014.03

Specifies the regular expression for identifying URL links.

intercommunication.applebcsession.queue

Default Value:

Valid Values: Name of a valid Script object of type Interaction Queue

Changes Take Effect: At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill

Specifies the name of the Interaction Queue that is used by the routing-based feature for Apple Messages for Business. The following attached data is added by Workspace:

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedRequestType.

intercommunication.applebcsession.routing-based-actions

Default Value: OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.

Changes Take Effect: At next attempt to request conference

Specifies the list of 'routing based' actions that an agent is allowed to perform.

intercommunication.applebcsession.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue

Changes Take Effect: At next attempt to request conference

Defines the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the option 'intercommunication.applebcsession.routing-based-actions'. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.whatsappsession.queue

Default Value:

Valid Values: The name of a valid Interaction Queue script object

Changes Take Effect: At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill

Specifies the name of the Interaction Queue that is used by the routing-based feature for WhatsApp. The following attached data is added by Workspace: IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, and IW_RoutingBasedRequestType.

intercommunication.whatsappsession.routing-based-actions

Default Value: OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.

Changes Take Effect: At next attempt to request conference

Specifies the list of 'routing based' actions that an agent is allowed to perform.

intercommunication.whatsappsession.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue

Changes Take Effect: At next attempt to request conference

Defines the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the option 'intercommunication.whatsappsession.routing-based-actions'. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

whatsappsession.attachment-filter

Default Value: jpg:jpeg:png:amr:aac:opus:pdf:doc:docx:ppt:pptx:xls:xlsx:mp4

Valid Values: Any valid file extension

Changes Take Effect: Immediately

Specifies the list, separated by a colon, of media file types that are permitted for outbound attachments.

whatsappsession.attachment-max-size

Default Value: 10240

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: Immediately

Specifies the maximum outbound attachment file size in KB.

whatsappsession.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether WhatsApp interactions are answered automatically.

whatsappsession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages.

whatsappsession.background-color-agent.high-contrast

Default Value: #FF007E72

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages for the HighContrast theme.

whatsappsession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages.

whatsappsession.background-color-client.high-contrast

Default Value: #FF021A87

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages for the HighContrast theme.

whatsappsession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages.

whatsappsession.background-color-external.high-contrast

Default Value: #FF00766B

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages for the HighContrast theme.

whatsappsession.background-color-sessioninfo

Default Value: #FFA0C89F

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages.

whatsappsession.background-color-sessioninfo.high-contrast

Default Value: #FF005000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme.

whatsappsession.background-color-sessioninfo-other

Default Value: #FFD3D3D3

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Introduced: 9.1.002.07

Specifies the background color for session info messages for other channels.

whatsappsession.background-color-sessioninfo-other.high-contrast

Default Value: #FF000000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Introduced: 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme for other channels.

whatsappsession.default-notification-id

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the default notification message ID.

whatsappsession.default-notification-language

Default Value: en_US

Valid Values: Any valid language code described in the official WhatsApp documentation:

<https://developers.facebook.com/docs/whatsapp/business-management-api/message-templates>

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the default notification language.

whatsappsession.default-notification-text

Default Value:

Valid Values: Any notification text with a single parameter

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the default notification message text.

whatsappsession.emojis-business-attribute

Default Value:

Valid Values: Any valid Business Attribute name

Changes Take Effect: At the next interaction

Specifies a valid name of a Business Attribute containing emojis.

whatsappsession.enable-free-msg-timespan-monitoring

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.002.07

Modified: 9.1.003.04

Specifies if a free text message timespan should be enforced.

Note: If **whatsappsession.get-transcript-interactions** = false and **whatsappsession.enable-free-msg-timespan-monitoring**=true, the outbound WhatsApp messages are sent as HSM Notifications disregarding the **whatsappsession.free-msg-timespan** option's value.

whatsappsession.focus-on-new-messages

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Scroll down to the newest message automatically when a new message arrives.

whatsappsession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50
Changes Take Effect: Immediately

Specifies the font size for message text in the transcript.

whatsappsession.free-msg-timespan

Default Value: 24
Valid Values: Any integer from 1 to Int32.MaxValue
Changes Take Effect: At the next interaction
Introduced: 9.1.002.07

Specifies the number of hours from the last inbound message.

whatsappsession.generic-thumbnail-height

Default Value: 50
Valid Values: Any integer from 1 to 1080
Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all binary attachments other than images.

whatsappsession.generic-thumbnail-width

Default Value: 50
Valid Values: Any integer from 1 to 1920
Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all binary attachments other than images.

whatsappsession.get-transcript-interactions

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction

Specifies whether the main interaction window shows transcripts of past interactions with the contact.

whatsappsession.image-thumbnail-height

Default Value: 100

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all image attachments.

whatsappsession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all image attachments.

whatsappsession.location-map.browse.query

Default Value: <https://www.google.com/maps/search/?api=1&query={LATITUDE},{LONGITUDE}>

Valid Values: Any valid url with {LATITUDE}, {LONGITUDE} placeholders

Changes Take Effect: At the next message

Introduced: 9.1.003.04

Url that will be opened when Agent clicks on the location link

whatsappsession.location-map.preview.height

Default Value: 200

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Introduced: 9.1.003.04

Specifies the thumbnail height, in pixels, for all the location map preview images.

whatsappsession.location-map.preview.query

Default Value:

Valid Values: Any valid url that points to an image with {LATITUDE}, {LONGITUDE}, {HEIGHT}, {WIDTH} placeholders

Changes Take Effect: At the next message

Introduced: 9.1.003.04

Url to a map image that will be shown as location preview

whatsappsession.location-map.preview.width

Default Value: 400

Valid Values: Any integer from 1 to 1920
Changes Take Effect: Immediately
Introduced: 9.1.003.04

Specifies the thumbnail width, in pixels, for all the location map preview images.

whatsappsession.max-text-message-size

Default Value: 4096
Valid Values: Any integer from 1 to 2147483647
Changes Take Effect: At the next interaction

Specifies the maximum size of the message in bytes.

whatsappsession.message-delay-timespan

Default Value: 30
Valid Values: Any nonnegative integer
Changes Take Effect: Immediately
Introduced: 9.1.007.07

Specifies message delay timespan in seconds.

whatsappsession.new-message-blinking

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction
Introduced: 9.1.003.04

Specifies whether the interaction bar blinks on a new incoming message.

whatsappsession.new-message-blinking-duration

Default Value: 0
Valid Values: Any integer from 0 to 2147483647
Changes Take Effect: At the next interaction
Introduced: 9.1.003.04

Specifies the duration of blinking interaction bar on a new incoming message. 0 value is for infinite.

whatsappsession.notification-timestamp-visible

Default Value: false
Valid Values: true, false

Changes Take Effect: Immediately
Introduced: 9.1.017.01

Specifies whether the notification message timestamp needs to be visible in transcript or not.

whatsappsession.on-hold-queue

Default Value:
Valid Values: Any valid Interaction Queue script name
Changes Take Effect: At the next interaction attempt to put the chat in the queue

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the "Place chat on hold" button.

whatsappsession.outbound-appname

Default Value:
Valid Values: Any valid application name
Changes Take Effect: At the next attempt to create a new outbound chat session

Specifies the application name of Digital Messaging Server that will be used to create an outbound chat session.

whatsappsession.outbound-channel

Default Value:
Valid Values: Any valid application name
Changes Take Effect: At the next attempt to create a new outbound chat session

Specifies the channel name defined in the Digital Messaging Server application that will be used to create an outbound chat session.

whatsappsession.outbound-itx-postprocessing-queue

Default Value:
Valid Values: Any valid Interaction Queue script name
Changes Take Effect: At the next interaction attempt to put the chat in the queue
Introduced: 9.1.002.07

Specifies the Interaction Queue where the outbound chat interaction is placed when the agent hits the "Done" button.

whatsappsession.outbound-session-config

Default Value:

Valid Values: Any valid JSON object string

Changes Take Effect: Immediately

Introduced: 9.1.006.17

JSON object string containing a list of channels to be used for outbound sessions in other media interactions.

whatsappsession.pending-response-to-customer

Default Value: 30,50

Valid Values: A comma-separated list value: warning time, maximum time

Changes Take Effect: At the next interaction

Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

whatsappsession.reconnect-attempts

Default Value: 5

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

whatsappsession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of a connection loss.

whatsappsession.response-wait-time

Default Value: 10000

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the timeout, in milliseconds, for waiting for a response from the remote server.

whatsappsession.send-message-on-enter-press

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.006.17

Specifies that outbound message will be sent when the Enter key is pressed.

whatsappsession.show-cross-channel-messages

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.002.07

Specifies whether the main interaction window shows transcripts of past interactions with the contact and other channels.

whatsappsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether system messages (such as joined/left session, error messages, etc.) are shown when displaying previous chat sessions.

whatsappsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name

Changes Take Effect: Immediately

Specifies whether the information area is displayed in the WhatsApp interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

whatsappsession.transcript-interactions-count

Default Value: 1

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

Specifies the number of previous chat sessions that are shown when the agent clicks "See older messages...".

whatsappsession.two-step-attachment-upload

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Enable two-step attachment upload.

whatsappsession.url-regex

Default Value: ((http|https|ftp)\:\V\)?[a-zA-Z0-9\-\.]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\._]?|\:\V\|+|\&|\%|\\$|#|!|=|~|\\|(|*:|))*

Valid Values: Any valid regular expression

Changes Take Effect: Immediately

Modified: 9.1.014.03

Specifies the regular expression for identifying URL links.

whatsappsession.use-separate-chat-session-check

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.018.04

Turning on or off specific mode of management of outbound chat session creation. Use this option along with driver setting **separate-chat-session** = true.