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Genesys Engage Digital (eServices)

WeChat Plug-in for Workspace Desktop Edition

3/14/2025

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Important

This component is currently available on a Restricted basis only. Contact your Genesys representative for details.

Options for this component are contained in the following configuration sections:

- [interaction-workspace](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
interaction-workspace	wechatsession.attachment-filter	• .jpg;*.mp4;*.amr;	After restart
interaction-workspace	wechatsession.auto-answer	false	After restart
interaction-workspace	wechatsession.background-color-agent	1. f3f7fb	After restart
interaction-workspace	wechatsession.background-color-client	1. dbe5f4	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	wechatsession.background-color-error	1. FFFF6347	After restart
interaction-workspace	wechatsession.background-color-external	1. FFF5F5F5	After restart
interaction-workspace	wechatsession.emoji-selector-mode	ch	After restart
interaction-workspace	wechatsession.font-size-text	15	After restart
interaction-workspace	wechatsession.generic-thumbnail-height	150	After restart
interaction-workspace	wechatsession.generic-thumbnail-width	200	After restart
interaction-workspace	wechatsession.get-transcript-interactions	true	After restart
interaction-workspace	wechatsession.image-thumbnail-height	300	After restart
interaction-workspace	wechatsession.image-thumbnail-width	400	After restart
interaction-workspace	wechatsession.max-size-amr	256	After restart
interaction-workspace	wechatsession.max-size-bmp	128	Afterrestart
interaction-workspace	wechatsession.max-size-gif	128	After restart
interaction-workspace	wechatsession.max-size-jpeg	128	After restart
interaction-workspace	wechatsession.max-size-jpg	128	After restart
interaction-workspace	wechatsession.max-size-mp3	256	After restart
interaction-workspace	wechatsession.max-size-mp4	1024	After restart
interaction-workspace	wechatsession.max-size-png	128	Afterrestart
interaction-workspace	wechatsession.reconnect-attempts		Immediately
interaction-workspace	wechatsession.reconnect-timeout	10	Immediately
interaction-workspace	wechatsession.show-system-messages-in-history	false	After restart
interaction-workspace	wechatsession.toast-information-key	Subject	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>wechat.session.transcript-interactions-count</code>	20	After restart
interaction-workspace	<code>wechat.session.url-regex</code>	<code>(http https ftp)\:\V[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\V?([a-zA-Z0-9\-\._ \? \! \+&%\\$#\!=~\)\(\ *])*[^\u2026\< '" \, \)\(\ s]</code>	After restart
Section	Option	Default	Changes Take Effect