Genesys Engage Digital (eServices)

channel-*any name*

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channel-*any name*

- driver-classname
- inbound-route
- reconnection-timeout
- ucs-in-use

- x-acc-token
- x-aes-key
- x-app-id
- x-app-secret

- x-debug-mode
- x-media-subtype-chat
- x-media-type-chat

driver-classname

Default Value: No default value
Valid Values: com.genesyslab.mcr.smserver.channel.wechat.WeChatDriver
Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value: No default value
Valid Values: Comma-separated list of endpoints
Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.
For example:
101:wechat_endpoint -- endpoint for 'regular' interactions, which are processed in 'paging' mode
101:wechat_endpoint, 101:chat_endpoint -- same as previous, plus additional end point that Chat
Server uses to place interactions in 'chat session' mode

reconnection-timeout

Default Value: 180
Valid Values: Any integer greater than or equal to 10.
Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media
channel if the connection was lost.

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ucs-in-use

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

Allows the use of Universal Contact Server to save data. The option should be set to 'true'.

x-acc-token

Default Value: No default value
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies an access token set by the customer on the WeChat Official Account Admin Platform. An access token is a globally unique token that each official account must obtain before calling APIs. For instructions on using and generating an access token to call APIs on the WeChat Official Account Admin Platform, see the Genesys Messaging Apps user documentation.

x-aes-key

Default Value: No default value
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies an encryption key for the AES symmetric encryption algorithm that the WeChat Official Account System uses to encrypt messages to be pushed to a developer's backend system. Refer to the following website for information about how to register Digital Messaging Server: http://admin.wechat.com/wiki/index.php?title=Overview

x-app-id

Default Value: No default value
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the unique ID assigned to the WeChat account.

x-app-secret

Default Value: No default value

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Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the key assigned to the WeChat account.

x-debug-mode

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

If set to 'true', an extended form of logging is set for the server. If set to 'false', a reduced form of logging is set for the server.

x-media-subtype-chat

Default Value: No default value
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the media subtype that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.

x-media-type-chat

Default Value: No default value
Valid Values: wechatsession
Changes Take Effect: After restart

Specifies the media type that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.