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Business Edition Premise Provider's Guide

Chat routing application

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Contents

- **1 Chat routing application**
 - 1.1 Overview
 - 1.2 Deployment
 - 1.3 Configuration

Warning

The chat and outbound routing strategies that are included with the Business Edition Premise image are for testing purposes only and are not to be used in production environments. Customers must develop their own chat and outbound routing strategies for use in production environments.

Overview

The Business Edition Premise chat routing application delivers chat interactions to the AG_Voice_Sample Agent Group.

Important

You cannot install chat as a standalone application. Chat can only be activated if you have first deployed, installed, and activated the [email routing application](#).

Acknowledgements

The chat application sends acknowledgements to customers, informing them that:

- They are queuing.
- Their chat interaction has been delivered, along with the name of the receiving agent.

The AG_Voice_Sample Agent Group is a system-defined destination and cannot be changed. To configure a different destination for chat interactions, you must modify the chat strategy in Composer. For more information about configuring the chat strategy, refer to the [Composer](#) documentation.

Deployment

This section describes how to activate, install, and deploy the chat routing strategy.

Activate the chat option

You can activate the chat option when first deploying the [email routing application](#) or when modifying an existing email routing application deployment.

Activating chat when deploying the email routing application

To deploy chat with email, follow the instructions described in [Deploying the email routing application](#), but select **Activate chat-media support** when choosing the eServices applications to install.

Activating chat by modifying an existing email routing application deployment

You can also activate chat by modifying an existing email deployment.

1. In GAX, go to **Administration > Solution Definitions** and select **Genesys eServices Single Host Deployment**.
2. Click the operations icon (gear) and select **Upgrade**.
3. Click **Next** to check the availability of required Installation Packages.
4. Select **eServices Solution** and check **Activate chat-media support**, and then click **Next**.
5. Click **Finish** to start the deployment.

Install the chat solution definition

WATCH: A short demonstration of the chat solution installation.

[Link to video](#)

1. In GAX, go to **Administration > Solution Definitions** and select **Genesys One OPM Chat Parameters [ENU]**.
2. Click **Related** (it's the gear icon) and select **Install**.
3. Keep all default options, except for the following, which are specific to your site:
 - GAX host
 - GAX user
 - GAX password
 - Application Server host

Deploy the chat strategy

WATCH: A short video showing the chat strategy deployment, as performed on a system running BEP 8.5.000.

[Link to video](#)

1. In a browser, go to `http://<core VM name or IP address>/ips`. Locate, download, and extract the following zip file:
 - chat_strategy_version.zip
2. **Complete this step only if you are using BEP 8.5.000:** You must download and install Composer (it is installed automatically in BEP versions 8.5.001 and later). From the same location in step 1, download and extract the following zip file:

- composer_version_enus.zip

Install Composer 8.1.4 on a Windows system that is not a VM and is not already running Apache Tomcat (to avoid port conflicts). To do this, follow the installation instructions in the [Composer 8.1 Deployment Guide](#).

Important: Composer 8.1.4 is an Eclipse plugin that requires JDK 1.7 and a supported version of Eclipse. Composer installs its own Apache Tomcat server. (See the [Release Note](#).)

3. Open Composer and go to **File > Import > General > Existing Projects into Workspace**.
4. Choose **Select root directory** and then select the **GenesysOne_Chat** folder that you extracted earlier.
Important: Select the project from the newly populated list, ensuring **Copy projects into workspace** is enabled, and click **Finish**.
5. Create a WAR file:
 - Right-click the package name and select **Export > Composer > Java Composer Project as WAR file**.
6. In the **Export** window, select **Export Composer WAR file to a location**. (You can ignore any warnings that are generated.)
7. Copy the WAR file to `\\<VM name or IP address>\c$\GCTI\apache-tomcat\webapps`. The WAR file automatically extracts to a new GenesysOne_Chat folder.

Important

If this folder is not automatically generated, a restart of the Apache/Tomcat service may be required. To do this, use GA to restart the **apache-tomcat_ors** application.

Verify that chat is deployed successfully

Log into Workspace Desktop Edition (WDE) as an agent and confirm that:

- **Chat** is listed in the **Media** column with a **Ready** status.
- The Agent Group is **AG_Voice_Sample**.

Next, go to the widgets page on the core VM (`http://<core VM name or IP address>:8380/widgets/launcher.html`) and do the following:

- Check the **Webchat** box.
- In the **URL** field, enter the following address:
`http://<core VM name or IP address>:8090/genesys/2/chat/customer-support`
- Click **Launch**, then click **Chat**.
- When the **Live Chat** window opens, click **Start Chat**.

Configuration

There are no specific Business Edition Premise configuration requirements for chat. However, Genesys recommends that you configure automatic pruning of the Universal Contact Server (UCS) database to prevent it from growing too large in size.

Important

Changes made to the UCS database maintenance settings will apply to all deployed media strategies (voice, email, chat, and outbound).

To configure automatic pruning of the UCS database, do the following:

1. On the VM host, log in to Universal Contact Server Manager.
2. Select the **Scheduled task on Main DB** tab.
3. Configure the **Main DB** maintenance settings as desired.
4. Click **Save**.