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Manage your Contact Center in Agent Setup

[Chat channel options](#)



- Administrator

Learn about the chat channel options available in Agent Setup.

Related documentation:

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Important

Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

The screenshot displays the 'Chat' configuration page. On the left is a navigation menu with 'Agent Desktop' and 'Desktop Options' expanded. The 'Chat' option is selected. The main content area is titled 'Chat' and contains the following settings:

- Chat Auto Answer
- Chat Auto Ready
- Chat Reject
- Chat Nickname (User Name dropdown)
- Lookup Contact for Chat
- Create Contact for Chat
- Click from Chat to Voice
- Click from Chat to eMail
- Chat Interaction Ringtone Type (None dropdown)

A search bar labeled 'Search options...' is located at the top right. A 'Cancel' button is at the bottom left.

In the **Chat** section of the **Contact Center Settings** page, configure the following options:

- **Chat Auto Answer** specifies that chat interactions are automatically answered when an agent receives

the invitation.

- **Chat Auto Ready** specifies that chat interactions are automatically set to ready state during login.
- **Chat Reject** enables agents to reject incoming chats.
- **Chat Nickname** specifies the nickname that is displayed on the chat window in interactions. Type one of the following syntax options:
 - `$Agent.UserName$` to display the agent's full username.
 - `$Agent.LastName$` to display only the agent's last name.
 - `$Agent.FirstNameLastInitial$` to display only the agent's first name and last initial.
 - `$Agent.FirstName$` to display only the agent's first name.
 - `$Agent.FullName$` to display the agent's full name.
 - `$Agent.EmployeeId$` to display the agent's employee ID.
- **Lookup Contact for Chat** activates Agent Workspace for contact lookup when an interaction is presented to an agent.
- **Create Contact for Chat** will create a contact if the initial contact lookup fails to find an existing contact.
- **Click from Chat to Voice** enables users to initiate a voice interaction by clicking a phone number in a chat transcript.
- **Click from Chat to eMail** enables users to initiate an email by clicking an email address in a chat transcript.
- **Chat Interaction Ringtone Type** specifies the chat ringtone type. Enable the option and then select the ringtone type from the drop-down list box.
- **Chat Interaction Ringtone Priority** specifies the priority level of the chat ringtone within the channels. Enable the option and then type the number for the priority level.
- **Chat Interaction Ringtone Duration** specifies how long the ringtone rings. Use the following values:
 - -1 specifies to repeat the ringtone until the chat is answered.
 - 0 specifies to play the ringtone only one time.
 - 1 or more specifies to play the ringtone for the specified duration (in milliseconds) and then repeat until the chat is answered.
- **Chat Interaction Ringtone Volume** enables users to set the volume for the chat interaction ringtone.
- **Chat Message Ringtone Type** specifies the chat message ringtone type. Enable the option and then select the ringtone type from the drop-down list box.
- **Chat Message Sound Priority** specifies the priority level of the chat message sound within the channels. Enable the option and then type the number for the priority level.
- **Chat Message Sound Duration** specifies the length of the sound. Use the following values:
 - -1 specifies to repeat the sound until the chat message is read.
 - 0 specifies to play the sound only one time.
 - 1 or more specifies to play the sound for the specified duration (in milliseconds) and then repeat until the chat message is read.

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- **Chat Message Sound Volume** enables users to set the volume for the chat message sound.
 - **Can Two Step Transfer** enables two-step transfer of a chat, beginning with a chat consultation.
 - **Can Two Step Conference** enables two-step conference of a chat, beginning with a chat consultation.
 - **Can One Step Transfer** enables instant chat transfer.
 - **Auto-disconnect** automatically disconnects a chat session when the agent is the last remaining party.
 - **On-hold Queue** specifies the Interaction Queue where a chat interaction is placed when an agent places it on hold. This option can be overridden by a routing strategy.
 - **Warning time** specifies the time in seconds that a warning alarm alerts an agent of a customer awaiting a chat response.
 - **Maximum time** specifies the time in seconds
 - **Prompt for end** displays a confirmation prompt to an agent when they select End. This option can be overridden by a routing strategy.
 - **URL push max records** specifies the maximum size of the pushed URL list.
 - **Timestamp** specifies whether the timestamp is displayed in the Chat transcript area.
 - **Typing** specifies whether a typing notification is sent to customers during a chat interaction.
 - **Typing timeout** specifies the duration in seconds of when the typing notification is displayed after the last keystroke.
 - **Decline** allows an agent to decline incoming chat interactions.
 - **URL push** allows an agent to push URLs to customers during chat sessions.
 - **Interaction Disposition** allows an agent to set a disposition code for chat interactions.