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Manage your Contact Center in Agent Setup

Chat channel options

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- 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.

Search options...

Chat

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

Cancel

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.