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Digital Channels Administrator's Guide

Configure Agent UI

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Learn to integrate the Digital Channels powered interactions into the native chat transcript feature in Agent Workspace.

Related documentation:

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Important

The following configuration settings work for Chat, SMS, and direct messaging channels, but do not work with public social channels such as Facebook and Twitter.

In Agent Workspace, the original underlying iframe technology that fed conversations across chat, SMS, and messaging from Digital Channels is now replaced with a native implementation to improve the agent experience. If your organization uses the original iframe technology, refer to the configuration settings in this article to upgrade your Agent Workspace with improvements in Digital Channels.

Prerequisites

- From your existing configuration, remove all iframe integration related options. For detailed steps, see Removing iframe integration specific options.

Removing iframe integration specific options

Follow the steps below to remove the iframe integration specific options.

1. Open **Genesys Administrator Extension (GAX)** and navigate to **Configuration > Agent Groups >**
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2. Click the **Options** tab of Agent Group and remove the **Communication** and **Conversation** tab names from the below listed options in the **interaction-workspace** section. Typically, these tabs are configured in the following names: *NexusConversation* and *NexusCommunication*.
 - **workspace.web-content** option (remove the value **NexusCommunication** or its equivalent name from this option).
 - **workspace.interaction-content** option (remove the value **NexusConversation** or its equivalent name from this option).

Configure an Agent

In the **interaction-workspace** section of Agent Setup or GAX, the following options are in focus.

Nexus specific options

Name	Description	Mandatory	Default Value
privilege.chat-nexus.can-use	Allows viewing the Conversation tab in the Case Side View .	No	false
privilege.chat-nexus.communication.can-use	Allows viewing the Communication tab.	No	false
privilege.chat-nexus.communication.can-send	Allows sending messages from the Communication tab.	No	false
chat-nexus.service-url	Specifies the Nexus service URL to access the Chat API. For example, https://nexus-url.com/	Yes	NA
chat-nexus.web-components.url	Specifies the Nexus UX Web Components URL that displays the Nexus UX view (if it is different from the standard one). For example, https://nexus-url.com/ux/webcomponents, http://localhost:8081/ux (or empty)	No	{chat-nexus.service-url}/ux/webcomponents
privilege.chat-nexus.can-use-contact-history-detail	Ability to use the Nexus view for interaction history.	No	false
toggle.nexus-ux-history.enable	Ability to temporarily toggle the Nexus view in interaction history.	No	false
chat-nexus.standard-response.insert-rich-enabled	Disables the insertion of standard responses; also disables the insertion of standard responses in HTML format.	No	true

Agent Workspace specific options impacting Nexus UI

Name	Description	Mandatory	Default Value
privilege.chat.can-	Allows using emoji	No	false

Name	Description	Mandatory	Default Value
use-emoji-picker	picker.		
privilege.chat.can-push-url	Allows sending the PushURL message type.	No	false
chat.time-stamp	Shows time in chat transcript.	No	true
chat.typing-is-enabled	Enables typing notification.	No	true

Option for **nexus** Section

Name	Description	Mandatory	Default Value
media	A comma-separated list of sub-media that is allowed to an agent.	No	all sub-media