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Digital Channels Administrator's Guide

Tenant Settings

9/10/2025

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Learn how to use the Tenant Settings UI to configure your Digital Channels deployment.

Related documentation:

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The user interface (UI) for Tenant Settings is simple: a table of settings with descriptions, default values, and user input areas. As an administrator, you can configure settings in two ways:

1. Check **Use System Default**.
2. Uncheck **Use System Default** and provide your own values.

The settings are fully described in the UI, including details about valid values and how any related features and applications behave when the value is changed.

Access Tenant Settings under the **Provisioning** menu.

Tenant Settings

Section	Setting Name & Description	Use System Default	Value
Contacts (contacts) Options to configure contacts manipulation behavior	Additional trusted attributes (trustedAttributes) Array of additional trusted attributes used in contact identification	<input checked="" type="checkbox"/>	<div></div> <p>By default there are no values. Type and press 'Enter' to add some.</p>
	Additional untrusted attributes (untrustedAttributes) Array of additional untrusted attributes used in contact identification	<input checked="" type="checkbox"/>	<div></div> <p>By default there are no values. Type and press 'Enter' to add some.</p>
CORS (cors) Options to configure Cross-Origin Resource Sharing.	Allowed Origins (allowedOrigins) Whitelist of trusted domains.	<input checked="" type="checkbox"/>	<div></div> <p>By default there are no values. Type and press 'Enter' to add some.</p>
Longpoll mode (longpoll) Options to configure longpoll chat transports.	Inactivity timeout (inactivityTimeout) If Nexus does not receive a new longpoll request from the Genesys Widget within this timeframe, it will treat the client as disconnected.	<input type="checkbox"/>	<div>60</div> Seconds Default value: 120 Seconds
Async hold queue (asynchold) Options to configure queue for subscribed agents prior to routing.	Enabled (enabled) When enabled, agents will be prompted to accept chats from subscribed contacts prior to those interactions being directed to a Designer routing application. When disabled, chat interactions bypass this step and are directed immediately to the Designer	<input type="checkbox"/>	<div><input checked="" type="checkbox"/></div> <p>Default value: turned on</p>

Cancel

Save

Edit a setting

To specify a setting value, either type in the appropriate text box, use the toggle to turn settings on and off, or select from the drop-down list. Any existing default values are listed below the value input area.

The **Cancel** and **Save** buttons are disabled until you make a change on the page. After you save a setting, it takes effect within 10 minutes.

Tenant Setting options

Section	Setting Name	Description
Contacts	Additional trusted attributes	Array of additional trusted attributes used in contact identification.
	Additional untrusted attributes	Array of additional untrusted attributes used in contact identification.
CORS	Allowed Origins	Allow list of trusted domains.
Longpoll mode	Inactivity timeout	If Nexus does not receive a new longpoll request from the Genesys Widget within this timeframe, it will treat the client as disconnected.
Async hold queue	Enabled	When enabled, agents will be prompted to accept chats from subscribed contacts prior to those interactions being directed to a Designer routing application. When disabled, chat interactions bypass this step and are directed immediately to the Designer application for routing.
	Routing delay	The time that an interaction will attempt to be routed to an agent who is subscribed to the contact before being directed to the Designer routing application. Applies only if subscribed agents for the contact are online.
Session expiration	Chat session expiration	Specifies the time a chat session without any activity will be stored.
	Anonymous chat session expiration	Specifies the time an anonymous chat session without any activity will be stored. A chat session is considered anonymous when the customer does not provide a trusted contact attribute such as

Section	Setting Name	Description
		email address or phone number.
Undelivered interactions	Queue name	Name of the queue to submit undelivered interactions to. If not set, Nexus will submit to predefined 'undelivered' queue.
	Storing duration	Time duration to keep undelivered interactions in the 'undelivered' queue.
Limits	Maximum message length	Number of characters allowed in a single message.
Webhooks	Excluded userdata	Array of prefixes for userdata keys to be excluded before API response delivery.
Bots	Maintain bot session contexts	When turned on, preserve output contexts and use them as input on the next turn. Applicable to Dialogflow ES only.
	Contexts Policy	<p>Determines how user-provided bot contexts should be merged with existing session contexts. Possible Values are:</p> <ul style="list-style-type: none"> • Initialize - use input only if existing contexts are not present • Add - add only those input contexts which do not exist • Replace - add or completely overwrite an existing context with input • Merge Soft - merge existing parameters with request data, on conflict - keep existing • Merge Hard - merge existing parameters with request data, on conflict - set new values from the request • Reset - clear all contexts (and ignore what contexts were provided)
	Barge-in: enabled	Barge-in: when turned on, barge-in configuration will be passed on each request to the bot. Applicable to Dialogflow CX only.
	Barge-in: recorded audio header size	Barge-in: the number of bytes to retrieve from pre-recorded audio prompt to examine duration.

Section	Setting Name	Description
		Applicable to Dialogflow CX only.
	Barge-in: recorded audio header fetch timeout	Barge-in: the maximum number of milliseconds to complete retrieval of pre-recorded audio prompt header. Applicable to Dialogflow CX only.
Social Profile/Message URL templates	Facebook Post URL template	URL template to construct the link to a Facebook post.
	Facebook Comment URL template	URL template to construct the link to a Facebook 1st level comment.
	Facebook Comment Reply URL template	URL template to construct the link to a Facebook 2nd or 3rd level comment.
	Twitter Profile URL template	URL template to construct the link to user's Twitter profile.
	Twitter Message URL template	URL template to construct the link to a Twitter message.
Nexus UX options	Show links to user's native social profile	When enabled, the link to user's native social profile will be shown in Nexus UX for every social message.
	Show links to user's native social message	When enabled, the link to user's native social message will be shown in Nexus UX for every social message.
	Allows to enable or disable agent to send attachments	When enabled, agents will be able to send attachment to all chat and social sessions.
	Allows to enable or disable markdown editor in Nexus UX	When enabled, agents will be able to switch to markdown editor and create messages with markdown in Nexus UX
	Allows to enable or disable nickname to represent the agent in conversation	Allows to replace first name/last name representing the agent by nickname in conversation/communication view.
	Enable UTF-8 encoding for counting sms chars	Enable UTF-8 encoding for counting SMS characters in text field (instead of default GSM or UTF-16 encoding).
Contacts	Enable Update Contact Information button	Enable Update Contact Information button for retrieving new contact attributes from UCS.
	Supported languages	Array of supported language codes in ISO2.
Chat	Default language	Default language code in ISO2.
	Chat session mode	Array of supported chat modes.

Section	Setting Name	Description
		<p>Possible Values:</p> <ul style="list-style-type: none"> • Standard - use standard nexus session mode • Async - use async nexus session mode
	Disable subscription for sub medias	<p>Array of sub-media types that will not trigger an agent subscription to a contact after accepting an interaction. Possible values are:</p> <ul style="list-style-type: none"> • Facebook Private - FacebookPrivate sub-media • Facebook Public - FacebookPublic sub-media • SMS - SMS sub-media • Twitter Private - TwitterPrivate sub-media • Twitter Public - TwitterPublic sub-media • WebChat - WebChat sub-media • WhatsApp - WhatsApp sub-media
	Default timezone offset for session (in minutes)	<p>Specifies the timezone offset value for the session in minutes. e.g. GMT+2 will be specified by the value 120, GMT-5 is represented by value -300. Value 0 has specific meaning - timezone is omitted, considered to be GMT. Specified value must be in range of -720 to 720.</p>
Privacy	Privacy Rules Scope in History API	<p>Determines scope of privacy rules that applied to data returned via History API when data are extracted. Possible values are:</p> <ul style="list-style-type: none"> • None - No masking is happening when data is extracted via History API (if some masking happened on the early stages it will be kept).

Section	Setting Name	Description
		<ul style="list-style-type: none"> • History - History scope rules are applied. • Agent - Agent scope rules are applied.
	Privacy Rules Scope in Consumer Messaging API (retrieving transcript for interaction)	<p>Determines scope of privacy rules that applied to data returned via Consumer Messaging API when data are extracted for particular interaction (only GET /chat/sessions/{sessionId}/interactions/{interactionId}). Possible values are:</p> <ul style="list-style-type: none"> • None - No masking is happening when data is extracted via Consumer Messaging API (if some masking happened on the early stages it will be kept). • History - History scope rules are applied. • Agent - Agent scope rules are applied.
	Store typing events into UCS transcript	When enabled, the typing events (started/stopped) are stored in UCS transcripts for interactions.
	Return TypingStarted/Stopped events in history API	When enabled, typing events (started/stopped) are returned in response of History API calls.
	Disable typing preview feature	When enabled, text typed by the customer is not stored in the system.
Rich Media Authoring Tool	Allow rich media creation	When enabled, users can create rich media responses with types listed in 'Allowed rich media types' option.
	Allowed rich media types	<p>Rich media types that are allowed to be created by users in Standard Responses UI. Possible values are:</p> <ul style="list-style-type: none"> • Carousel - used to create multiple rich messages that users can navigate through using look-left and look-right arrows • Generic Template - used to

Section	Setting Name	Description
		<p>create custom cards with an array of different components like buttons, links, and text</p> <ul style="list-style-type: none">• List Picker - similar to a List Template, except that the user can choose an option in the list and submit it to the agent• List Template - used to create custom cards with list items made up of an image, text, and clickable area• Media Notification - corresponds to WhatsApp Message Templates, but can be used anytime when there is a need to send structured, predefined information to the customers• Quick Reply - used to send a predefined reply to an agent or bot in a chat session• Text Notification - used to create a simple text notification without images or any controls