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Genesys Intelligent Automation Deployment Guide

Configuring Genesys Intelligent Automation

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After installing Genesys Intelligent Automation, you must configure it as described in this section.

It is recommended you print this page (generate a PDF) and sign off on each step.

CTI Data

Intelligent Automation has the capability to store some attached-data variables in its reporting database (usually used for custom reports). As the space is limited, Intelligent Automation can configure regular-expression patterns to exclude or include data. By default, the patterns are empty, which means all attached data will be saved. If the data to be saved is bigger than the space available in the database, the data is truncated (in no particular order).

Setting Name	Description	Default Value	Your Value
CLIData.Mobiles.Prefix	A value indicating the prefix of a mobile number.	07	
VuiPreferences.Defaults.store_cti_fields	A Boolean value to indicate if Intelligent Automation is to store CTI fields in reporting data.	true	
CTI.FieldsToStoreInReporting.ExcludePattern	Exclusion pattern. The default value is blank, but you can set a new value that suits your business needs (for example, ^ROUTING.*\$).	None	
CTI.FieldsToStoreInReporting.IncludePattern	Inclusion pattern. The default value is blank, but you can set a new value that suits your business needs (for example, ^(AccountNumber CustomerID)\$).	None	

Database Overnight Jobs

To increase database performance, Intelligent Automation performs an overnight (or quiet period) job that consists of the following main tasks:

- Archiving old report data into historical tables. These historical tables are still referenced in reports and database views.
- Delete historical data that is older than the specified number of days.

Important

A large value would affect the performance of the reports that use the data.

Setting Name	Description	Default Value	Your Value
DBOvernightJobs.NumDaysHistoricalDataToKeep	The number of days of historical data to keep. If set to -1 , no data is deleted.	-1	

Email

Intelligent Automation must be able to send emails via an SMTP server (for example, to send password-reset emails).

Setting Name	Description	Default Value	Your Value
Email.SMTP.Host	The SMTP host that Intelligent Automation will use to send emails (for example, password-reset emails).	mail.speechstorm.com	
Email.SMTP.Port	The SMTP port of the host.	25	

GraphViz

You must update the default server setting that points to the location of GraphViz, which renders the callflow diagrams.

Setting Name	Description	Default Value	Your Value
GraphViz.DotPath	Path to GraphViz executable.	C:/Program Files/Graphviz2.26/ bin/dot.exe	

SMS

You must configure the SMS gateway to use outbound SMS. The example below is for the Genesys Portico SMS Gateway:

Setting Name	Description	Default Value	Your Value
SMS.Carrier	The Carrier ID as allocated by the SMS gateway provider.	None	
SMS.DefaultFromNumber	The number that appears as the sender on the recipient's phone. This number often requires authorization by the SMS gateway.	None	
SMS.Host	Hostname of the SMS gateway.	None	
SMS.Method	HTTP method for calling the SMS Gateway (for example, POST).	None	
SMS.PlusSymbolBeforeRecipientNumber	Specifies whether to prefix an international + symbol to the recipient number.	None	
SMS.Port	Port of the SMS gateway.	None	
SMS.RequestBody	Body of the HTTP request (if required).	None	
SMS.RequestHeaders	Headers of the HTTP request (if required).	None	
SMS.Timeout	Time, in milliseconds, to wait for a response from the SMS gateway.	None	
SMS.URL	URL to the SMS gateway interface.	None	
SMS.User	Username of the SMS gateway account.	None	
SMS.Password	Password of the SMS gateway account.	None	

SNMP Traps

Intelligent Automation can generate SNMP traps. The configurations below are required if you intend to use SNMP traps; otherwise, continue to the next section.

Setting Name	Description	Default Value	Your Value
SNMP.Traps.Enabled	A Boolean value to indicate if Intelligent Automation is to store CTI fields in reporting data.	false	
SNMP.Traps.ManagerHostname	The name of the SNMP manager.	localhost	
SNMP.Traps.ManagerPort	The SNMP manager port.	162	
SNMP.Traps.Community	The community name for SNMP traps. This setting is usually unchanged.	public	
SNMP.Traps.ServerHeartbeat.Enabled	<p>A Boolean value to indicate if each Intelligent Automation server is to send heartbeat traps.</p> <p>Important The SNMP.Traps.Enabled setting must be set to true to use heartbeat traps.</p>	true	
SNMP.Traps.ServerHeartbeat.Frequency	The frequency, in seconds, for when each Intelligent Automation server will send heartbeat traps.	60	

SYSLOG

Intelligent Automation uses the log4j logging mechanism, which can send logs to a centralized logging server. You must complete this configuration if you wish to use this feature.

Setting Name	Description	Default Value	Your Value
log4j.appender.SYSLOG.syslogHost	Set within the log4j.properties file on each Intelligent Automation instance. This value defines the hostname/IP address of the syslog server.	None	

User Logins

These settings define criteria for a successful login using an authorized password and a valid password.

Setting Name	Description	Default Value	Your Value
Login.ExternalAuthentication.Mode	Defines if external users (those configured and maintained by Genesys Administrator Extension) can log into Intelligent Automation. If required, set this to ConfigServer.	None	
Login.Failure.LockoutDelayInSecs	Defines (in seconds) the length of time following a login failure before a user is locked out, preventing further login attempts.	1800	
Login.Failure.Threshold	Defines the number of times a user can attempt to log in to an account unsuccessfully.	5	
Login.Password.ExpiryDays	Defines the number of days before a new password can expire.	90	
Login.Password.ShowForgottenPasswordLink	Specifies whether the Forgot your password link appears on the Log in page.	true	
Login.SessionTimeoutInSecs	Defines the time limit (in seconds) that a logged-in session can last without user activity.	900000	

WebIVR

For security purposes, WebIVR uses a default server setting to dictate from where it can be embedded. To launch WebIVR from the GUI for testing, or to use the Theme Preview function, you must add the GUI server(s) to the list of allowed domains.

Setting Name	Description	Default Value	Your Value
VisualIVR.Security.AllowedDomains	Hostname and port of the GUI server(s) from which WebIVR can be launched or embedded. For example: <i>http://FQDN:PORT</i> .	http://localhost:8080	

