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Genesys Intelligent Automation Reference Guide

Server Settings Options

Server Settings Options

Name	Default Value	Valid Values	Takes Effect	Description
SSML.Pause.IncrementDuration	500 Millis	Integer	After GUI restart	Duration in milliseconds for the [pause] when rendering a prompt using SSML
Grammar.EmptyGrammarRecognitionPhrase		String	After GUI re-start	String to configure the grammar sent to help troubleshooting when finding issues with the DTMF key ahead functionality.
Personas.Google.en-gb.TTSVoiceNames	en-GB-Standard-A	Comma separated Strings	After GUI re-start	Voice name for Google en-gb to display in the Persona>TTS Voices dropdown
Personas.Google.en-us.TTSVoiceNames	en-US-Standard-B	Comma separated Strings	After GUI re-start	Voice name for Google en-US to display in the Persona>TTS Voices dropdown
Personas.Google.es-mx.TTSVoiceNames	es-ES-Standard-A	Comma separated Strings	After GUI re-start	Voice name for Google es-ES to display in the Persona>TTS Voices dropdown
Personas.Google.fr-fr.TTSVoiceNames	fr-FR-Standard-A	Comma separated Strings	After GUI re-start	Voice name for Google fr-FR to display in the Persona>TTS Voices dropdown
Personas.Nuance.en-gb.TTSVoiceNames	Daniel	Comma separated Strings	After GUI re-start	Voice name for Nuance en-gb to display in the Persona>TTS Voices dropdown
Personas.Nuance.en-us.TTSVoiceNames	Allison	Comma separated Strings	After GUI re-start	Voice name for Nuance en-us to display in the Persona>TTS Voices dropdown
Personas.Nuance.es-mx.TTSVoiceNames	Angelica	Comma separated Strings	After GUI re-start	Voice name for Nuance es-mx to display in the

Name	Default Value	Valid Values	Takes Effect	Description
				Persona>TTS Voices dropdown
Personas.Nuance.fr-fr.TTSVoiceNames	Audrey	Comma separated Strings	After GUI re-start	Voice name for Nuance fr-fr to display in the Persona>TTS Voices dropdown
DialogEngine.JOPv3.BaseURL		String	After GUI re-start	Base API URL for DialogEngine NLU runtime
DialogEngine.JOPv3.AuthBaseURL		String	After GUI re-start	Base URL for authorisation and token retrieval for subsequent DialogEngine runtime requests.
DialogEngine.JOPv3.RuntimeTimeoutMillis	5000	Integer	After GUI re-start	Timeout for DialogEngine NLU runtime request/responses in milliseconds
DialogEngine.JOPv3.ClientID		String	After GUI re-start	DialogEngine NLU model Client ID
DialogEngine.JOPv3.ClientSecret		String	After GUI re-start	DialogEngine NLU model secret password
DialogEngine.JOPv2.APIKey		String	After GUI re-start	Legacy Dialog Engine NLU API key password for request/response authentication
Resources.AllowedUploadAudioMimeTypes	audio/x-wav, audio/vnd.wave, audio/wave, audio/wav	Comma separated Strings	After GUI re-start	White list of allowed audio MIME types for GUI uploads when using Rich Media prompts.
Resources.AllowedUploadImageMimeTypes	image/jpeg, image/x-ms-bmp, image/png, image/gif	Comma separated Strings	After GUI re-start	White list of allowed image MIME types for GUI uploads when using Rich Media prompts.
Resources.AllowedUploadVideoMimeTypes	video/quicktime, video/mp4, video/3gpp, video/x-ms-wmv, video/x-msvideo, video/x-flv	Comma separated Strings	After GUI re-start	White list of allowed video MIME types for GUI uploads when using Rich Media prompts.
Resources.AllowedUploadContentTypeApplications	application/javascript, application/json	Comma separated Strings	After GUI re-start	Generic white list

Name	Default Value	Valid Values	Takes Effect	Description
	octet-stream,application/x-zip-compressed,application/zip,application/vnd.openxmlformats-officedocument.spreadsheetml.sheet,application/x-x509-cert,application/x-x509-video	Strings		of all allowed MIME file types to upload through the GUI
Prompts.RetryTimeout	2	Integer	After GUI re-start	Maximum number of different retry prompts allowed per individual menu/question.
GenesysSDK.ConfigServer.IsTLSEnabled	false	String: true or false	After GUI re-start	Indicates IA whether the security TLS protocol is enabled for the connection with Genesys Config Server.
GenesysSDK.PlatformServer.IsTLSEnabled	false	String: true or false	After GUI re-start	Indicates IA whether the security TLS protocol is enabled for the connection with Genesys Platform Server.
DialogEngine.JOPv2.APIKey		String	After GUI re-start	Legacy Dialog Engine API key for NLU model
DialogEngine.JOPv2.BaseURL		String	After GUI re-start	Base API URL for Legacy Dialog Engine NLU runtime
DialogEngine.JOPv2.Timeout	1000	Integer	After GUI re-start	Timeout for Legacy Dialog Engine NLU runtime request/responses in milliseconds
DialogEngine.JOPv2.Username		String	After GUI re-start	Legacy Dialog Engine NLU model username
DialogEngine.JOPv2.Password		String	After GUI re-start	Legacy Dialog Engine NLU model password
Caching.ReloadGenesysServerCaches.HttpTimeout	5000	Integer	After GUI re-start	Number of milliseconds to wait for reloading the cache on all configured

Name	Default Value	Valid Values	Takes Effect	Description
				Genesys servers for IA
Vui.SessionTimeoutInMinutes	30	Integer	After VUI re-start	Maximum number of minutes that each VUI session can remain open with no activity before it times out.
VoiceXML.SSML.RulesTypeOverride	Default	String		Choose which TTS engine and language is to be used. Depending on the TTS engine and language in use, GIA will attempt to pick the most specific vxml file for each playback type on the folder specified. For example, GoogleSS, NuanceVocalizer5. If no TTS engine is specified, the Default value is used.
VoiceXML.SSML.AlwaysUseSSML	false	String		Support for interpreting SSML.
VoiceXML.SSML.PlayDynamicSSML	false	String		Support for Dynamic SSML playback from NLU engines. When <i>true</i> , the SSML tags are interpreted as SSML tags and played. When <i>false</i> , the SSML tags are interpreted as string values .
GoogleASR.NBestValueConfidenceScoreBased	false	String		The confidence level to pick up the best match value returned by ASR for bot interactions. When set to <i>True</i> , the value that has the highest confidence score in the nbestEntries list is picked. When set to

Name	Default Value	Valid Values	Takes Effect	Description
				False, the first value in the nbestEntries list is picked without considering the confidence score.
GenesysSDK.ConfigServerRoles.UniversalFallback	false	String		Support for 2-level role permission hierarchy for GAX 9.0.100.xx when true. The default value of false avoids compatibility issues and is applicable for 3-level GAX role permissions.
GUI.Sites.ApplicationImage.MaxNestingLevel	50	Integer	After GUI re-start	When the graphical view of an application is large, an error, <i>Sorry, nesting level is too high in module [insert app or module name here]</i> is displayed. Increasing the value of the MaxNestingLevels field marginally will display the graphical view. Warning Increasing the value of this option can impact performance on the GUI server and could lead to OutOfMemoryErrors in the JVM. Important The GUI.ApplicationImage (default value 30) and GUI.ApplicationImage (default value 50) can also be used to control the Solution View modules diagram.
TurnBasedController.Active_Channel_preference	false	String: true or false	After GUI re-start	When set to true, GIA validates the customer input against the

Name	Default Value	Valid Values	Takes Effect	Description								
				recognition phrases of the current active channel only. If the flag is set to false, GIA validates the customer inputs against the recognition phrases in all channels.								
VuiPreferences.AvailableLanguages.ASR	en-gb, en-us, es-us, fr-fr		After GUI re-start	Add comma separated language code for ASR language support. If any new languages are added, add these following configuration options in server settings: <table><tr><th>Key</th><th>Sample Value (Update with values for the new supported languages)</th></tr><tr><td>Resources.CorporateChannel.ASR</td><td>en-gb, en-us, es-us, fr-fr</td></tr><tr><td>Resources.GeneralChannel.ASR</td><td>en-gb, en-us, es-us, fr-fr</td></tr><tr><td>Resources.GeneralChannel.ASR</td><td>en-gb, en-us, es-us, fr-fr</td></tr></table>	Key	Sample Value (Update with values for the new supported languages)	Resources.CorporateChannel.ASR	en-gb, en-us, es-us, fr-fr	Resources.GeneralChannel.ASR	en-gb, en-us, es-us, fr-fr	Resources.GeneralChannel.ASR	en-gb, en-us, es-us, fr-fr
Key	Sample Value (Update with values for the new supported languages)											
Resources.CorporateChannel.ASR	en-gb, en-us, es-us, fr-fr											
Resources.GeneralChannel.ASR	en-gb, en-us, es-us, fr-fr											
Resources.GeneralChannel.ASR	en-gb, en-us, es-us, fr-fr											

Menu Controller VXML Settings

Starting from 9.0.111.x, Intelligent Automation allows configuring the Menu Controller VXML options from the UI instead of configuring them in the **fish.properties** file.

Name	Default Value
MenuController.VXMLDefaults.speedvsaccuracy	0.5
MenuController.VXMLDefaults.bargeintype	speech
MenuController.VXMLDefaults.audiofetchhint	prefetch
MenuController.VXMLDefaults.audiomaxage	86400
MenuController.VXMLDefaults.audiomaxstale	0
MenuController.VXMLDefaults.documentfetchhint	safe

Name	Default Value
MenuController.VXMLDefaults.documentmaxage	0
MenuController.VXMLDefaults.documentmaxstale	0
MenuController.VXMLDefaults.grammarfetchhint	prefetch
MenuController.VXMLDefaults.grammarmaxage	86400
MenuController.VXMLDefaults.grammarmaxstale	0
MenuController.VXMLDefaults.objectfetchhint	prefetch
MenuController.VXMLDefaults.objectmaxage	86400
MenuController.VXMLDefaults.objectmaxstale	0
MenuController.VXMLDefaults.scriptfetchhint	prefetch
MenuController.VXMLDefaults.scriptmaxage	86400
MenuController.VXMLDefaults.scriptmaxstale	0
MenuController.VXMLDefaults.fetchaudiodelay	2000
MenuController.VXMLDefaults.fetchaudiominimum	2000
MenuController.VXMLDefaults.fetchtimeout	10000
MenuController.VXMLDefaults.universals	none
MenuController.VXMLDefaults.maxnotoconfirms	2
MenuController.VXMLDefaults.confirmation_incomplete_timeout	5000
MenuController.VXMLDefaults.confirmation_maxspeech_timeout	5000