



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Social Media Solution Guide

endpoints:*tenant_dbid* Section

12/22/2025

endpoints:*tenant_dbid* Section

Specifies interaction queues for inbound messages. Substitute the tenant's database ID (in decimal format) for **tenant_dbid**. Each endpoints section can contain multiple options for various queues. In a multiple-tenant environment, you must create a separate endpoints:*tenant_dbid* section for each tenant.

endpoint name for inbound paging

Default Value: true

Valid Values: true, false

Changes Take Effect: After Restart

This is a placeholder for the option that represents the queue, in a Business Process, where Social Messaging Server places interactions for processing. The actual option is created as a result of actions in Interaction Routing Designer (IRD), as follows:

1. In IRD, add Social Messaging Server to a Business Process.
2. Add an endpoint to Social Messaging Server.
3. Connect the endpoint to a queue.
4. Save the configuration.

Saving the configuration creates an option whose name is the endpoint name and whose value is the queue name. You must use this endpoint name in the value of the `inbound-route-default` option.

Important

This procedure requires IRD 8.1.4 or later. With earlier versions of IRD, you can manually create an option whose name is the endpoint name and whose value is the queue name.