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GVP Documentation Supplement

Improved RURI Capability for VXML

4/27/2025

Improved RURI Capability for VXML

SUMMARY: Add a note about a new parameter to the GVP User Guide.

DOCUMENT: The next publication of the **GVP 8.5 User's Guide** will include these revisions.

CHAPTER: Chapter 4, Chapter 4: Configuring the Resource Manager.

SECTION: Configuring Logical Resource Groups

Add this note to *Table 14: Logical Group Section Configuration Options*, on page 93:

You can now direct Resource Manager to *not* use the capability specified in the `gvp.rm.resource-req` param of an INVITE Request URI for selecting a VXML resource when falling back to VXML after CTIC returns a 404 error. Use a new configuration option in the Gateway LRG section in order to achieve this functionality. **remove-ruri-capability-on-fallback**

Section: Gateway Resource group section

Valid Values: true or false (default)

Set to true to disable Resource Manager's use of the `gvp.rm.resource-req` option for VXML fallback after a CTIC 404 error.

Set to false, to enable Resource Manager's use of `gvp.rm.resource-req`.

Note: This option is NOT available during configuration of a Gateway Resource Group via Genesys Administrator. Specify this parameter manually in the Gateway Logical Resource Group (GW LRG) section, using the format `remove-ruri-capability-on-fallback = true` (or `= false`).