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Deployment Guide

Backend Server Reference

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Backend Server Reference



Purpose: Lists all the options available for the configuration of the Web Engagement Backend Server application.

Backend Server Options List

Section Name	Options
log Configure the logs generated by the Backend Server	all buffering expire segment standard trace verbose
security Settings for authentication for the REST API.	auth-scheme user-id password
service:wes Settings for the web engagement service	wes.connector.chatServer.queueKey wes.connector.chatServer.queueWebengagement wes.connector.interaction.copyUserData wes.connector.interactionServer.wcb.queueSubmit
service:wmdb Settings to enable data retention.	wmdb.retention.entity.all wmdb.retention.entity.<object> wmdb.retention.time-unit
service:wmsg Settings for the monitoring service	wmsg.connector.defaultEngagementChannel wmsg.connector.engagementExpirationTime wmsg.connector.interactionServer.queueAccepted wmsg.connector.interactionServer.queueEngaged wmsg.connector.interactionServer.queueFailed wmsg.connector.interactionServer.queueQualified wmsg.connector.interactionServer.queueRejected wmsg.connector.ors.cmsPassword wmsg.connector.ors.cmsUser wmsg.connector.registrationFormExpirationTime wmsg.connector.secureChat wmsg.connector.scxml.appUrl wmsg.connector.scxml.incomingInteractionQueue wmsg.connector.wmdb.serverUrl wmsg.connector.wns.showRegistrationForm
settings General settings	event-mode loadbalancer ors
service:pacing Settings for the pacing algorithm	pacing.connector.algorithm pacing.connector.chatGroup pacing.connector.optimizationGoal pacing.connector.optimizationTarget

Section Name	Options
	<code>pacing.connector.refreshPeriod</code> <code>pacing.connector.voiceGroup</code>