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Deployment Guide

Options Reference

Options Reference



Purpose: Lists all the options available for the configuration of the Web Engagement solution.

The Configuration Options, covered in this sections, concern the following components:

- **Genesys Web Engagement Backend Server Template**

Click to display Backend Server Options

Section Name	Options
log <i>Configure the logs generated by the Backend Server</i>	all buffering expire segment standard trace verbose
security <i>Settings for authentication for the REST API.</i>	auth-scheme user-id password
service:wes <i>Settings for the web engagement service</i>	wes.connector.chatServer.queueKey wes.connector.chatServer.queueWebengagement wes.connector.interaction.copyUserData wes.connector.interactionServer.wcb.queueSubmit
service:wmdb <i>Settings to enable data retention.</i>	wmdb.retention.entity.all wmdb.retention.entity.<object> wmdb.retention.time-unit
service:wmsg <i>Settings for the monitoring service</i>	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 <i>General settings</i>	event-mode loadbalancer ors

Section Name	Options
service:pacing <i>Settings for the pacing algorithm</i>	<code>pacing.connector.algorithm</code> <code>pacing.connector.chatGroup</code> <code>pacing.connector.optimizationGoal</code> <code>pacing.connector.optimizationTarget</code> <code>pacing.connector.refreshPeriod</code> <code>pacing.connector.voiceGroup</code>

- **Genesys Web Engagement Frontend Server Template**

Click to display Frontend Server Options

Section Name	Options
log <i>Configure the logs generated by the Frontend Server</i>	<code>all</code> <code>buffering</code> <code>expire</code> <code>segment</code> <code>standard</code> <code>trace</code> <code>verbose</code>
settings <i>General settings</i>	<code>loadbalancer</code>