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# Deployment Guide

Backend Server service:wmsg Section

5/7/2025

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### wmsg.connector.engagementExpirationTime

Default Value: 30

Valid Values: 10 – 60

Changes Take Effect: Immediately

Specifies the time, in seconds, during which the webengagement interaction is considered to be valid. This time is applicable for the webengagement interaction from the time the interaction is created until the moment the engagement invitation is displayed to the visitor.

### wmsg.connector.registrationFormExpirationTime

Default Value: 120

Valid Values: 10—1800

Changes Take Effect: Immediately

Specifies the time, in seconds, during which the registration form is considered to be valid when waiting for the form to be completed by the visitor.

If the registration form is not completed before the expiration time, the engagement attempt is considered invalid. **Note:** Even after this period, the visitor is able to trigger a chat or voice interaction, but is also able to receive one more engagement invite.

### wmsg.connector.interactionServer.autoStopWebengagementIntr

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

A Boolean that configures whether or not a webengagement OM interaction is stopped right after being placed in a terminal queue (Accepted, Rejected, Timedout, Failed). If true, the interaction will be stopped after being placed in a terminal queue.

#### Important

The `wmsg.connector.interactionServer.autoStopWebengagementIntr` option was introduced in Genesys Web Engagement 8.1.200.39.

### wmsg.connector.interactionServer.queueAccepted

Default Value: Webengagement\_Accepted

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

**Note:** The specified value must be the name of the Interaction Queue object as provisioned in Configuration Manager. Changes Take Effect: Immediately

A valid name of a queue used for accepted interactions. An interaction is placed in this queue if the visitor accepts the engagement proposal (the disposition code is set to `acceptCall`); Genesys Web Engagement then stops the interaction.

### wmsg.connector.interactionServer.queueEngaged

Default Value: Webengagement\_Engaged

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: Immediately

A valid name of a queue used for engagement interactions. An interaction is placed in this queue after a positive engagement decision is made in the **Engagement Logic SCXML strategy**. The interaction usually is not stopped until it is located in this queue.

### wmsg.connector.interactionServer.queueFailed

Default Value: Webengagement\_Failed

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: Immediately

A valid name of a queue used for failed engagement interactions. An interaction is placed in this queue in three cases:

- If its disposition code is set to timeout.
- If the interaction was cleaned from another queue.
- If the Orchestration Server strategy notified the Backend Server that the interaction should not be processed to the real engagement.

Web Engagement Backend Server stops the interaction as soon as it is placed in the Failed queue.

### wmsg.connector.interactionServer.queueQualified

Default Value: Webengagement\_Qualified

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.

Changes Take Effect: Immediately

A valid name of a queue used for creating engagement interactions. Each time Genesys Web Engagement creates an interaction, the new interaction is added to this queue. The interaction is not stopped until it is located in this queue.

### wmsg.connector.interactionServer.queueRejected

Default Value: Webengagement\_Rejected

Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space

Changes Take Effect: Immediately

A valid name of a queue used for rejected engagement interactions. An interaction is placed in this queue if the visitor rejects the engagement proposal (the disposition code is set to reject); Genesys Web Engagement then stops the interaction.

### wmsg.connector.interactionServer.queueTimeout

Default Value: Webengagement\_Timeout

Valid Values: Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space

Changes Take Effect: Immediately

Description: Specifies the name of the Interaction Queue where the webengagement interaction is placed after a visitor's browser sends the Timeout disposition code for the engagement invitation.

`wmsg.connector.defaultEngagementChannel`

Default Value: N/A

Valid Values: `proactiveChat`, `proactiveCallback`

Changes Take Effect: Immediately

A valid name for the default Engagement Channel. When specified, this option turns off detection of an agent's availability by the pacing service. The specified value is selected for engagements by the out-of-the-box **Engagement Logic SCXML strategy**.

### Important

The `wmsg.connector.defaultEngagementChannel` option is intended for development purposes only and should not be used in a production environment.

`wmsg.connector.userIdentifier`

Default Value: `EmailAddress`

Valid Values: A valid User Data key

Changes Take Effect: Immediately

Description: Specifies the name of the User Data key that is used by Contact Server as the key for the customer identification process. This is the primary key for the Identity object in Genesys Web Engagement.

`wmsg.connector.phoneNumber`

Default Value: `PhoneNumber`

Valid Values: A valid User Data key

Changes Take Effect: Immediately

Description: Specifies the name of the key that is used by Interaction Workspace to obtain the phone number from the interaction's User Data.