



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.

Deployment Guide

Configuration Options

Configuration Options

Contents

- **1 Configuration Options**
 - **1.1 Web Engagement Backend Server**
 - **1.2 Web Engagement Frontend Server**

Web Engagement Backend Server

The Backend Server has the following configuration option sections:

Section	Options
log <i>Configure the logs generated by the Backend Server.</i>	all standard trace verbose segment expire affectedLoggers time_format time_convert
service:wes <i>Settings for the Backend Server Engagement component.</i>	wes.connector.chatServer.requestPoolSize wes.connector.chatServer.queueKey wes.connector.chatServer.queueWebengagement wes.connector.chatServer.identifyCreateContact wes.connector.chatServer.refreshPeriod wes.connector.chatServer.requestTimeout wes.connector.chatServer.chatSessionRestoreTimeout wes.connector.interaction.copyUserData wes.connector.interactionServer.wcb.queueSubmit
service:wmsg <i>Settings for the Genesys Web Engagement Service Gateway.</i>	wmsg.connector.engagementExpirationTime wmsg.connector.registrationFormExpirationTime wmsg.connector.interactionServer.autoStopWebengagementIntr wmsg.connector.interactionServer.queueAccepted wmsg.connector.interactionServer.queueEngaged wmsg.connector.interactionServer.queueFailed wmsg.connector.interactionServer.queueQualified wmsg.connector.interactionServer.queueRejected wmsg.connector.interactionServer.queueTimeout wmsg.connector.defaultEngagementChannel wmsg.connector.userIdentifier wmsg.connector.phoneNumber
service:wmdb <i>Settings for the Cassandra database that is embedded in the Backend Server.</i>	wmdb.retention.entity.all wmdb.retention.entity.<object> wmdb.retention.time-unit
service:pacing <i>Parameters for the pacing algorithm</i>	pacing.connector.algorithm pacing.connector.optimizationGoal pacing.connector.optimizationTarget pacing.connector.proactiveRatio pacing.connector.chatGroup pacing.connector.voiceGroup pacing.connector.refreshPeriod
settings <i>General settings for the Backend Server.</i>	event-mode loadbalancer

Section	Options
security <i>Settings to enable security for accessing the Backend Server.</i>	auth-scheme user-id password trusted-ca-type trusted-ca trusted-ca-pwd

Web Engagement Frontend Server

The Frontend Server has the following configuration option sections:

Section	Options
log <i>Configure the logs generated by the Frontend Server.</i>	all standard trace verbose segment expire affectedLoggers time_format time_convert
settings <i>General settings for the Frontend Server.</i>	loadbalancer
service:cep <i>Settings for Complex Event Processing (CEP).</i>	cep.domainSeparation