Orchestration Server Deployment Guide

DN Level Options

4/13/2025

Contents

DN Level Options

This section lists DN-level options configured in the `orchestration` section.

application

Option section: `orchestration`

Configuration object: `DN (Extension or RoutePoint or Interaction Queue)`

Default value: none (this is a required option)

Valid values: any valid URL

Value changes: For the next interaction that hits this resource

This option specifies the URL of the SCXML document to load. The URL can be any one of the following protocols:

- `file:<path>`

- `http://<url>`

- `script:<name of script object>` The use of script: allows an indirect reference to a script object of type `CfgEnhanced Routing`, which can contain the application URL, parameters, and other configuration values.

The URL can also contain parameters which will be passed to the Application server. The values shown in the URL Parameter Elements for application below are substituted at run-time based on the information in the interaction.

URL Parameter Elements for application

- `[DNIS]` The `DNIS` attribute of the interaction
- `[ANI]` The `ANI` attribute of the interaction
- `[DN]` The `ThisDN` attribute of the interaction
- `[CED]` The `CollectedDigits` attribute of the interaction
- `[EMAILFROM]` E-mail from address
- `[EMAILTO]` E-mail to address
- `[EMAILSUBJECT]` E-mail subject
- `[UDATA]` Expanded to the entire user data of the interaction in the format: `name1=value1&name2= value2&…`
- `[UDATA.*]` Expanded to the entire user data of the interaction in the format: `name1:value1,name2:value2,…`
- `[UDATA.name]` Expanded to the value of a specific user data key of the interaction value.

For example: `&servicetype=[UDATA.ServiceType]` could resolve to:`&servicetype=CreditCards`.

Examples

- `application = http://xserver.genesyslab.com:80/NewCallReq.asp`
- `application= http://xserver.genesyslab.com:80/NewCallReq.asp?ani=[ANI]&dnis=` `[DNIS]&servicetype=[UDATA.ServiceType]`
- `application = script:orsscript`

Users can provide an alternate URL utilizing the following rules. The value of the application section can be done as follows:

`application = <URL1><single space><URL2>`

For example:

- `application = http://host1/RouteToDN1.scxml http://host1/RouteToDN2.scxml`
- `application = http://host1/RouteToDN1.scxml http://host1/RouteToDN2.scxml`

The same is applicable for `file:<path>`. A single space is used between the two file paths. `</toggledisplay>`

send-retries

Option section: `orchestration`

Configuration object: `DN (Extension or RoutePoint or Interaction Queue)`

Default value: 2

Valid values: `0-10`

Value changes: During startup. Changes to this option are not applied dynamically.

The option specifies the number of times ORS tries to resend an event if the first attempt does not succeed.

Example: `orchestration / send-retries = 1`