Genesys Engage Digital (eServices)

channel-abc-hub Section

5/4/2025

channel-abc-hub Section

- driver-classname
- inbound-route
- inbound-route-by-call
- media-type-chat-by-call
- password
- session-asyncmode

- ucs-in-use
- x-hub-apikey
- x-hub-baseurl
- x-hub-channelid
- x-hub-pull-reserve-time
- x-hub-pull-size

- x-hub-pull-timeout
- x-hub-userid
- x-media-subtype-chat
- x-media-type-chat

driver-classname

Default Value: com.genesyslab.mcr.smserver.channel.abc.HubDriver
Valid Values: com.genesyslab.mcr.smserver.channel.abc.HubDriver
Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value:
Valid Values: Comma-separated list of endpoints
Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.
For example:
101:abc_endpoint -- endpoint for 'regular' interactions, which are processed in 'paging' mode
101:abc_endpoint, 101:chat_endpoint -- same as previous, plus additional end point that Chat Server uses to place interactions in 'chat session' mode

inbound-route-by-call

Default Value: An empty string
Valid Values: A valid endpoint
Changes Take Effect: After restart
Introduced: 9.1.000.03

Specifies the endpoint for outbound chat sessions created by `invite-to-chat` requests. This endpoint must exist in the Chat Server configuration. Chat Server will use this endpoint to place interactions to an interaction queue. If the option is not configured or empty, the channel does not support `invite-to-chat` requests.

For example: **inbound-route-by-call** = `101:chat_endpoint`, where `101:chat_endpoint` is the endpoint from the Chat Server configuration.

media-type-chat-by-call

Default Value: applebcsession
Valid Values: Any valid string
Changes Take Effect: After restart
Introduced: 9.1.000.03

Specifies the media type assigned to interactions that are submitted to Interaction Server by Chat Server created by `invite-to-chat` requests (outbound chat sessions).

password

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the administrator user's password to access the Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. CRITICAL: Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

session-asyncmode

Default Value: false
Valid Values: true/false
Changes Take Effect: After restart

Enables support of asyn chat mode in Chat Server. If session-asyncmode is set to true, then chat sessions' closing by DMS' timeout is disabled.

ucs-in-use

Default Value: true
Valid Values: true
Changes Take Effect: After restart

Allows the use of Universal Contact Server to save data. The option should be set to 'true'.

x-hub-apikey

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies an access key that is used by the driver to access Genesys Social Analytics cloud API. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. CRITICAL: Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-hub-baseurl

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the Genesys Social Analytics cloud platform URL. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. CRITICAL: Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-hub-channelid

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies a channel ID in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. CRITICAL: Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-hub-pull-reserve-time

Default Value: 10
Valid Values: 1-3600
Changes Take Effect: After restart
Introduced: 9.1.000.03

Specifies how long, in seconds, fetched messages are reserved by Genesys Hub.

x-hub-pull-size

Default Value: 1000
Valid Values: min option value 1, max option value is 9999
Changes Take Effect: After restart

Specifies how many messages per request are pulled

x-hub-pull-timeout

Default Value: 1000
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies a delay (in milliseconds) between requests for messages from the Hub

x-hub-userid

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies a user's email address associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. CRITICAL: Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-media-subtype-chat

Default Value:
Valid Values: applebc
Changes Take Effect: After restart

Specifies the media subtype that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.

x-media-type-chat

Default Value: applebcsession

Valid Values: applebcsession
Changes Take Effect: After restart

Specifies the media type that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.