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Genesys Engage Digital (eServices)

channel-chatbot Section

12/17/2025

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driver-classname

Default Value: com.genesyslab.chat.bots.cbpdriver.ChatbotDriver

Valid Values: Any string

Changes Take Effect: After restart

Defines the driver class name for DMS. For Bot Gateway Server this must always be "com.genesyslab.chat.bots.cbpdriver.ChatbotDriver".

file-upload-max-size

Default Value: 2097152

Valid Values: Any integer from 0-1073741823

Changes Take Effect: Immediately

Specifies the maximum file size that can be uploaded by bot (in bytes).

file-upload-types

Default Value: jpg:tif:gif:bmp:png:xls:xlsx:doc:ppt:pptx:pdf:csv:htm:txt

Valid Values: Any string

Changes Take Effect: Immediately

A colon-separated list of file extensions (case-insensitive), indicating the types of files that can be uploaded by bot. An empty string disables file uploading for bots.

ha-bot-recovery-batch

Default Value: 200
Valid Values: Any integer from 1-1000000
Changes Take Effect: Immediately
Introduced: 9.0.006.04

Specifies the number of interactions in a single batch, which BGS fetches from Interaction Server during a bot recovery procedure.

ha-bot-recovery-enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Introduced: 9.0.006.04

Enables (true) or disables (false, the default) bot recovery mode, when BGS restores bot sessions during startup or switchover to primary mode.

ha-bot-start-unrestricted

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 9.0.006.04

In the case of starting multiple bots in the same chat session on different pairs of BGS instances, this option permits a bot to start even if HA support for the bot is not possible.

ha-chat-reconnecting-attempts

Default Value: 15
Valid Values: Any integer from 0-1000000
Changes Take Effect: Immediately for new connections
Introduced: 9.0.005.05

Specifies how many times Bot Gateway Server tries to reconnect the bot to the chat session when there is a Chat Server disconnect.

ha-chat-reconnecting-delay

Default Value: 10

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately for new connections

Introduced: 9.0.005.05

Specifies the delay between attempts when Bot Gateway Server tries to reconnect the bot to the chat session when there is a Chat Server disconnect.

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits or allows the printing of (attached) user data in the log output. A value of true prohibits printing.

holdup-attribute-name

Default Value: ScheduledAt

Valid Values: Valid interaction custom attribute

Changes Take Effect: Immediately for new connections

Introduced: 9.0.002.09

Specifies the interaction custom attribute name which is used by Bot Gateway Server as a timestamp for waiting mode. The interaction custom attribute name must be used in the workflow view condition so it will wait until the bot finishes the execution.

holdup-reset-seconds

Default Value: 30

Valid Values: Any integer from 1-300

Changes Take Effect: Immediately for new connections

Modified: 9.0.005.05

Specifies an interval, in seconds, which Bot Gateway Server subtracts from "holdup-timeout-seconds" when it needs to extend the waiting period (for example, while the bot is still running). If this interval is more than or equal to "holdup-timeout-seconds" then the default value is used instead. Applies only for bots which are started with parameter ChatBotHoldup with value "true" (for example, in waiting mode).

holdup-timeout-seconds

Default Value: 300

Valid Values: Any integer from 31-1800
Changes Take Effect: Immediately for new connections
Modified: 9.0.005.05

Specifies a waiting timeout, in seconds, which Bot Gateway Server sets for the interaction in ScheduledAt attribute. Applies only for bots which are started with parameter ChatBotHoldup=true (for example, in waiting mode).

kafka-batch-size

Default Value: 100
Valid Values: Any integer from 0-1073741823
Changes Take Effect: Immediately

Specifies the maximum batch size that BGS sends to the Kafka server.

kafka-buffer-memory

Default Value: 33554432
Valid Values: Any integer from 0-1073741823
Changes Take Effect: Immediately

Specifies the total bytes of memory reserved for BGS cache of Kafka records waiting to be sent to the server.

kafka-cluster-brokers

Default Value:
Valid Values: Any string
Changes Take Effect: Immediately

Specifies a set of Kafka brokers in form of host:port separated by semicolon or comma.

kafka-topic-name

Default Value: chat-bots-reporting
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the name of Kafka topic to store the data.

kafka-zookeeper-nodes

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies a set of Zookeeper nodes in form of host:port separated by semicolon or comma. This option is used only if kafka-cluster-brokers is not specified (in other words empty).

message-log-print-size

Default Value: 0

Valid Values: Any integer from 0-7000

Changes Take Effect: Immediately

Specifies the number of characters from the whole client message that the log prints, starting from the beginning of the message.

tenant-dbid

Default Value: valid value must be provided

Valid Values: Integer value with DBID

Changes Take Effect: After restart

Modified: 9.0.005.05

Specifies DBID of a tenant associated with channel.

ucs-in-use

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Allows BGS to communicate with UCS which is required for structured messages and file attachments. BGS application must have connection to UCS if this option is set to "true".