GENESYS™

Genesys Engage Digital (eServices)

Universal Routing Server (URS)

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<Interaction Server name> section

These options are configured in the <Interaction Server name> section on the Annex tab of the Universal Routing Server (URS) application.

- max-submission-rate
- max-submitted-interactions

max-submission-rate

Default Value: No default value
Valid Values: Any number/interval combination, where the number can be 0 or greater, and the interval can be second, minute, or hour
Changes Take Effect: Immediately
Related Options: default-max-submission-rate

Specifies the number of interactions per unit that are submitted to URS. This option is specified in the <Interaction Server name> section within the Annex tab of the Universal Routing Server configuration object. Value examples include: 10/second, 25/minute, 1/hour, 1000/hour. A value of 0 disables submissions to URS; the maximum value is 1000/second.

- If this option exists, Interaction Server uses its value to specify the rate that interactions are submitted to URS. The value set for this option overrides the value of default-max-submission-rate in the [settings] section of the Interaction Server object.

- If this option is not configured in the Universal Routing Server object, Interaction Server uses the value of default-max-submission-rate.

max-submitted-interactions

Default Value: No default value
Valid Values: Any integer from 0–50,000
Changes Take Effect: Immediately; but does not affect interactions already submitted to URS
Related Options: default-max-submitted-per-router

Specifies the maximum number of interactions that Interaction Server can submit to Universal Routing Server (URS). A value of 0 prevents interactions from being submitted to URS. If you reset the value of this option to a lower value, Interaction Server does not submit any more interactions

until the number of interactions falls below the new value.

- If this option exists in the <Interaction Server Name> section on the Annex tab of the URS configuration object, Interaction Server uses its value to specify the maximum number of interactions submitted to URS. That value also overrides the value specified for the default-max-submitted-per-router option.

- If Interaction Server does not find this option, it uses the value of the default-max-submitted-per-router option in its own [settings] section.