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Genesys Engage Digital (eServices)

settings

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settings

agent-login-control

Default Value: none
Valid Values: ignore, none
Changes Take Effect: Immediately

If this option is set to 'ignore', Interaction Server ignores the place name specified in RequestAgentLogin and replaces it with the agent identifier. The place with the same name as the agent identifier must be present in the configuration. This option must only be set to 'ignore' in environments with multiple Interaction Servers serving the same tenant. Be aware that setting this option to 'ignore' might compromise the accuracy of reporting in cases where Interaction Server simply forwards data provided by other applications – for example, Focus Time reporting, where the reporting data is actually provided by Workspace Desktop Edition (WDE).

agent-session-restore-timeout

Default Value: 0
Valid Values: Any integer from 0 to 600
Changes Take Effect: Immediately

Specifies timeout in seconds Interaction Server shall allow an agent application to restore its session. If agent application disconnects while handling interactions or after the unexpected restart of Interaction Server, interactions that were being handled by agents will not be immediately available for routing. Interaction Server will only make these interactions available for routing after the configured timeout (value of this option). During this time interval agent application has a chance to reconnect, login an agent, find interactions it was handling before the disconnect and pull these interactions back for processing.

allow-duplicates-in-change

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

Specifies whether the server should allow duplicated interaction properties in RequestChangeProperties (or RequestUpdateUserData from Universal Routing Server). If set to false, the server rejects any request that contains duplicated properties. If set to true, Interaction Server allows duplicated properties, but accepts only the last value into the account; all other values are ignored.

allow-duplicates-in-submit

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

Specifies whether the server should allow duplicate interaction properties in RequestSubmit. With a value of true or yes, duplicate properties are allowed but Interaction Server takes only the last value. With a value of false or no, Interaction Server rejects any interaction submission from a media server or an agent application that contains duplicate properties.

allow-multiple-agent-connections

Default Value: true
Valid Values: true, false, force-logout
Changes Take Effect: Immediately

Specifies whether Interaction Server should (true) or should not (false) allow logins for the same agent using multiple connections. Allowed option values are: true (default), false, and force-logout. If this option is set to true, a single agent may log in using multiple agent applications or a single agent application that uses more than one connection to Interaction Server. If the option is set to false, Interaction Server fails subsequent requests to log in if the same agent has already logged in on another connection. If the option is set to force-logout, Interaction Server closes any previous connections of the same agent and lets the agent log in only on the new connection.

collect-error-counters

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

If this option is set to 'true', Interaction Server collects data regarding the number of different errors that it sends in response to client requests. These counters are accessible through Interaction Server protocol (EventPing) or the 'health' web service.

collect-esp-error-counters

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

If this option is set to 'true', Interaction Server collects data regarding the number of different errors that it sends in response to ESP (External Service Protocol) client requests. These counters are accessible through Interaction Server protocol (EventPing) or the 'health' web service.

collect-request-counters

Default Value: false
Valid Values: true, false

Changes Take Effect: Immediately

If this option is set to 'true', Interaction Server will collect data regarding number of different client requests it receives from its clients. The server also collects counters of some internal operations that might be used to analyze the overall activity of the server. These counters are accessible through Interaction Server protocol (EventPing) or the 'health' web service.

completed-queues

Default Value:
Valid Values: List of queue names separated by comma
Changes Take Effect: Immediately

Specifies a list of queues for completed interactions. When an interaction is placed into one of these queues, the CompletedAt timestamp is set.

database-request-timeout

Default Value: 0
Valid Values: Any integer from 0 to 1,800
Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay after which certain database requests are cancelled, and an error is returned to the client. With the default value of 0, there is no timeout. In particular: when the value is greater than zero, Interaction Server cancels any database request that is blocking a reply to an Interaction Server client and is taking longer to execute than the specified timeout. Interaction Server also sends a Database request timed out error to the client in question and prints the standard "alarmable" message (log message ID 25037) in its logs.

database-request-warning-timeout

Default Value: 0
Valid Values: Any integer from 0 to 1,800
Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay for executing certain database requests after which Interaction Server logs a warning message. With the default value of 0, there is no timeout. This option is similar to 'database-request-timeout' option, but without actual cancellation of the database request. In particular: when the value is greater than zero, Interaction Server cancels any database request that is blocking a reply to an Interaction Server client and is taking longer to execute than the specified timeout. Interaction Server also sends a Database request timed out error to the client in question and prints the standard "alarmable" message (log message ID 25037) in its logs.

default-max-submission-rate

Default Value: 10/second
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

Specifies the submission rate of interactions to Universal Routing Server. If no interval is specified, Interaction Server assumes the interval is "second." The value of the Universal Routing Server (URS) option max-submission-rate overrides the value of this option. 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. This option specifies only the submission rate. It does not specify the interval between submissions.

default-max-submitted-per-router

Default Value: 1000
Valid Values: Any integer from 1 to 50,000
Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted at one time to either a Universal Routing Server or an Orchestration Server (only interactions pulled "for strategy" are counted towards this limit). The value of the option max-submitted-interactions in the <Interaction Server> section of the Universal Routing Server (or Orchestration Server) configuration object overrides this value for this particular Interaction Server.

default-max-submitted-per-strategy

Default Value: 200
Valid Values: Any integer from 1 to 50,000
Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted to either Universal Routing Server (URS) or Orchestration Server, per strategy. The Strategy object for a particular strategy loaded on a particular URS (or Orchestration Server) can override the value of this option.

default-view-freeze-interval

Default Value: 300
Valid Values: Any integer from 0 (min) to 3,600 (1 hour, max)
Changes Take Effect: As soon as the current freeze interval for a given view expires

Specifies the length of time, in seconds, that the Interaction Server suspends database checks for views that do not have any interactions.

delay-updates

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately, for new interactions or for interactions pulled from the database. Ignored for active interactions (those being handled by an agent or router).

Specifies that Interaction Server should not flush updates of interaction properties into the database each time it processes RequestChangeProperties, but should instead flush all the updates at once when the interaction is placed into a queue or workbin. Note: this option has no effect on property updates requested by media server. These updates are always immediate.

delayed-logout-panic-threshold

Default Value: 0
Valid Values: Any integer from 0 to 10,000
Changes Take Effect: Immediately

Specifies the minimum number of agents simultaneously logging out (due to a proxy disconnecting) that triggers an EventHint with hint "ProxyDisconnect" (a "panic" signal) to reporting clients. Interaction Server checks this value against the number of proxy agent clients being disconnected and if the number exceeds the value of this option, the "panic" signal is sent to all reporting clients. With the default value of 0, no "panic" signal is issued.

delayed-logout-timeout

Default Value: 0
Valid Values: Any integer from 0 to 1,800
Changes Take Effect: Immediately

Specifies the maximum amount of time, in seconds, for which the logout or other state adjustment actions are postponed for a disconnected agent, if the agent is connected through Interaction Server Proxy. With the default value of 0, the disconnected agents are logged out immediately.

delivering-timeout

Default Value: 30
Valid Values: Any integer from 1 to 86,400 (24 hours)
Changes Take Effect: Immediately
Modified: 8.5.201.05

Specifies the timeout, in seconds, for an agent to accept an interaction that is being delivered to him or her. If the agent does not respond before the timeout expires, the interaction is revoked and returned to the queue from which it was taken by Universal Routing Server.

enable-place-in-queue-reason

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

When this option and the option delay-updates are both set to true, Interaction Server provides a reason for an interaction being returned to the queue and then going into the strategy again. Interaction Server adds or updates the key LastPlaceInQueueReason with the system name of the reason that was used when returning the interaction to the queue. The possible related reasons are: Rejected, Expired, RouteTimeout, HandlingTimeout, PartyDisconnect, RouteRejected, RouteFailed, LicenseCut, AgentDeleted, PlaceDeleted, TenantDeleted, LoggedOut, ForcedDisconnect, EspForcedLogout, AgentForcedLogout, DelayedLogoutTimeout, HoldRequest.

enable-revoke-from-agent

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

Specifies whether Interaction Server should revoke an interaction from the agent or agents when one of the following requests for the interaction is received: Pull, Hold, or Change Properties (with new queue). When true, revoking can still be prohibited at the request level by adding an integer key-value pair ('revoke-from-agent', 0) in the extension of the corresponding request.

handling-timeout

Default Value: 180
Valid Values: Any integer from 1 to 1,440 (24 hours)
Changes Take Effect: Immediately

Specifies the handling timeout (in minutes) for any interaction that an agent handles. If no requests are received from the agent who handles the interaction during this time interval, the agent application is considered inactive and the interaction is revoked and returned to the queue. This option applies to requests between the desktop application and Interaction Server only. Value changes do not affect interactions that are already being handled. The same option might be specified in interaction user data or media type options. The first found option is taken into consideration with the following check order: 1. The value of the "handling-timeout" key in user data of an interaction. 2. The media type option "settings/ handling-timeout". 3. This "handling-timeout" IXN Server option.

have-segmentation-indexes

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

If this option is set to 'true', Interaction Server generates SELECT statements relating to segmentation with the assumption that there are appropriate covering indexes that account for specific segmentation fields, view condition, and view order. This option must be set to 'false' unless appropriate tests have been done to show that indexes are appropriately used by the database to execute the segmentation SELECTs efficiently.

hide-attached-data

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

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

hide-strategy-change-activity

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

Specifies whether Interaction Server should (true) or should not (false) hide reporting events regarding interaction properties changes when strategy activity is being hidden (option 'hide-activity' of the strategy object)

hide-strategy-esp-activity

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

Specifies whether Interaction Server should (true) or should not (false) hide ESP-related events when strategy activity is hidden (option 'hide-activity' of the strategy object).

high-pull-threshold

Default Value: 200
Valid Values: Any integer from 50 (min) to 1,000 (max)
Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server tries to cache for a view when it checks for more interactions in the database. Interaction Server enforces a difference of at least 50 interactions between the high-pull-threshold and the corresponding low-pull-threshold. If you set the

high-pull-threshold to within 50 interactions of the low-pull value, then Interaction Server automatically decreases the low-pull value until the difference of 50 is reached. For example, if you assign the high-pull-threshold to a value of 56, while the low-pull-threshold is already set to 17, then Interaction Server decreases the low-pull value to 6. You can see this change reflected in the output log.

honor-segmentation-generations

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

If set to true, this option guarantees that interactions that have been selected by the segmentation feature are pushed to Universal Routing Server regardless of the order defined by the view. The order is taken into account during segmentation. When setting this option to true, you must make sure that a timestamp field cached_at is added to the Interaction Server database by executing one of the following statements:

- For MS SQL: alter table interactions add cached_at datetime

- For Oracle: alter table interactions add cached_at date

- For DB2: alter table interactions add cached_at timestamp

Interaction Server does not check the presence of the cached_at field or its type at startup. If the honor-segmentation-generations option is set to true and that field is absent, the segmentation feature does not work and SQL error messages appear in the Interaction Server log. If the option is set to the default value false, database modification is not necessary.

ignore-read-only-on-change

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

Specifies whether Interaction Server should ignore read-only properties in RequestChangeProperties. If set to true or yes, Interaction Server accepts RequestChangeProperties with read-only properties specified in the user data, but ignores the values of those properties. If set to false or no, Interaction Server generates an error and rejects the RequestChangeProperties that have read-only properties in the user data.

ignore-read-only-on-submit

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

Specifies whether Interaction Server should ignore read-only properties in interaction submission requests (RequestSubmit). If set to true or yes, Interaction Server allows submission requests with read-only properties, specified in the user data, but ignores the values of those properties. If set to false or no, Interaction Server generates an error and rejects the submission requests that have read-only properties in the user data.

incremental-login-request-timeout

Default Value: 2000
Valid Values: Any integer from 0 to 10,000
Changes Take Effect: Immediately

Specifies, in milliseconds, the maximum allowable delay between login related requests for a recovering agent in a suspended state. If this delay is exceeded, the agent's state is adjusted to 'not suspended', and this is reflected in the corresponding reporting events. This option is in effect only if the value of delayed-logout-timeout is greater than 0.

login-session-timeout

Default Value: 1440
Valid Values: Any integer from 1 to 10,080
Changes Take Effect: Immediately
Modified: 8.5.109.01

Specifies, in minutes, the maximum inactivity period for an agent before he is automatically logged out. Any request from the agent reset the timeout.

low-pull-threshold

Default Value: 50
Valid Values: Any integer from 0 (min) to 500 (max)
Changes Take Effect: Immediately

Specifies the number of interactions cached for any view that triggers Interaction Server to check for more interactions in the database. Interaction Server enforces a difference of at least 50 interactions between the low-pull-threshold and the corresponding high-pull-threshold. If you update the low-pull-threshold to within 50 interactions of the high-pull value, then Interaction Server automatically increases the high-pull value until the difference of 50 is reached. For example, if you assign the low-pull-threshold to a value of 31, while the high-pull-threshold is already set to 56, then Interaction Server increases the high-pull value to 81. You can see this change reflected in the output log.

max-current-clients

Default Value: 4096
Valid Values: Any integer from 100 to 100000

Changes Take Effect: Immediately

Specifies the value of connected clients on reaching of which Interaction Server logs a warning message.

max-current-database-requests

Default Value: 1000
Valid Values: Any integer from 100 to 10000
Changes Take Effect: Immediately

Specifies the value of allowable count of database requests on reaching of which Interaction Server logs a warning message.

max-current-interactions-cached

Default Value: 5000
Valid Values: Any integer from 100 to 100000
Changes Take Effect: Immediately

Specifies the value of allowable count of cached interactions on reaching of which Interaction Server logs a warning message.

max-current-loggers-queue-size

Default Value: 30000
Valid Values: Any integer from 5000 to 200000
Changes Take Effect: Immediately

Specifies the value of all logger queues sizes on reaching of which Interaction Server logs a warning message.

max-current-request-queue-size

Default Value: 1000
Valid Values: Any integer from 100 to 5000
Changes Take Effect: Immediately

Specifies the value of request queue for executing client requests on reaching of which Interaction Server logs a warning message.

max-current-request-queue-wait

Default Value: 3
Valid Values: Any integer from 1 to 60
Changes Take Effect: Immediately

Specifies in seconds, the value of allowable wait of client requests in queue on reaching of which Interaction Server logs a warning message.

max-current-tasks

Default Value: 1000
Valid Values: Any integer from 100 to 10000
Changes Take Effect: Immediately

Specifies the value of allowable count of executing tasks on reaching of which Interaction Server logs a warning message.

max-database-request-queue-size

Default Value: 10000
Valid Values: Any integer from 5000 to 200,000
Changes Take Effect: Immediately

Specifies the maximum database request queue size. Any client request that generates a database request is immediately failed if the current database request queue size reaches the maximum.

max-interactions-per-pull

Default Value: 100
Valid Values: Any integer from 1 to 1,000
Changes Take Effect: Immediately

Specifies the maximum number of interactions an agent or a routing engine client (including Orchestration Server) can pull in a single pull operation.

max-interactions-per-snapshot

Default Value: 500
Valid Values: Any integer from 100 to 10,000
Changes Take Effect: Immediately
Modified: 8.5.201.05

Specifies the maximum number of interactions that clients can select in a snapshot.

max-number-of-snapshots

Default Value: 2000
Valid Values: Any integer from 0 to 10,000
Changes Take Effect: Immediately

Specifies the maximum number of snapshots that can be active (taken and not yet released) at any given moment for Interaction Server as a whole. If more snapshots are already taken, they are not affected.

max-output-timeout

Default Value: 15
Valid Values: Any integer from 5 to 120
Changes Take Effect: Immediately

Specifies the maximum output timeout in seconds. If data cannot be sent over the socket during this time, the client is considered slow and the connection is closed.

max-userdata-size

Default Value: 0
Valid Values: Any integer from 0 to 1000000
Changes Take Effect: Immediately
Introduced: 8.5.110.10

Specifies the maximum userdata size in kilobytes that can be stored for any specific interaction. If at the time of submit or properties update the resulting packed user data size is greater, the operation will fail with the specific error code. The value 0 disables the check.

max-workbin-interactions

Default Value: 200
Valid Values: Any integer from 50 to 1,000
Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server returns in response to RequestGetWorkbinContent.

no-userdata-changed-response-to-urs

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

Specifies whether Interaction Server should (false) or should not (true) send a response to Universal Routing Server on requests to change interaction properties.

not-ready-on-invitation-timeout

Default Value: true
Valid Values: true, false, dnd-on, all-media
Changes Take Effect: Immediately

Specifies whether Interaction Server should automatically make an agent Not Ready on media if delivering-timeout expires while attempting to deliver an interaction to an agent as a result of routing. If an agent does not respond within this timeout after receiving an invitation to handle an interaction (EventInvite), the interaction is revoked. Setting the option to true causes Interaction Server to automatically make the agent Not Ready for the media in this situation. Setting the option to false means nothing will be done. A value of dnd-on means the agent's DoNotDisturb state will be set (and nothing will be delivered to the agent afterward). A value of all-media means all media will be set to Not Ready.

notify-workbin-userdata-changed

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

Specifies whether Interaction Server should (true) or should not (false) support notifications regarding interaction property changes for interactions located in workbins. If this option is set to true, any client can specifically request notification regarding user data changes for interactions located in workbins in addition to notifications regarding workbin content changes (such as when an interaction is added to or removed from a workbin). If this option is set to false, notifications regarding property changes will not be sent regardless of the client's request.

number-of-database-connections

Default Value: 5
Valid Values: Any integer from 1 to 200
Changes Take Effect: Immediately, but any open connections remain open until shutdown

Specifies the number of database connections that Interaction Server is allowed to use.

pull-hold-timeout

Default Value: 60
Valid Values: Any integer from 1 to 600
Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay for pull request on behalf of the strategy for routing clients, such as ORS, in case when interactions are not available. In particular: when there are no interactions available for specific strategy, Interaction Server will hold the response to RequestPull for up to number of seconds specified by the option or until interactions appear. The client can overwrite the timeout by specifying key 'pull-hold-timeout' in the RequestPull. The server applies the same limits to the request parameter.

registration-timeout

Default Value: 30
Valid Values: Any integer from 3 to 300
Changes Take Effect: Immediately for all new clients

Specifies the timeout, in seconds, for client registration. If a client has connected, but does not register before the timeout expires, the client is disconnected.

reset-states-on-shutdown

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

If this option is set to 'true', Interaction Server updates the database during graceful shutdown (as opposite to switchover to backup mode) by reseting interaction states to 'queued'. For backward compatibility, the default value for this option is 'true', meaning that the server will reset states on shutdown. This default behavior may lead to inability for the agents to restore (pull back) the interactions they might have been handling before the shutdown. To enable the possibility of restoring the interactions by agents after server restart, set this option to 'false'.

routing-timeout

Default Value: 720
Valid Values: Any integer from 20 to 525,600 (one year)
Changes Take Effect: Immediately for all new interactions submitted to URS

Specifies the timeout, in minutes, for any interaction to remain with URS before its routing is considered a failure.

schema-name

Default Value:
Valid Values: Any valid database schema name
Changes Take Effect: After restart

For MS SQL, specifies the schema name to use to access the database. With MS SQL, if the value is not specified, the value defaults to 'dbo'. For Oracle, specifies the schema name to use to access the database when the Interaction Server DAP is configured with a user who is not the schema owner. If the Interaction Server DAP is configured with a user who is the schema owner, you do not need to set this option.

statistic-interval

Default Value: 5
Valid Values: Any integer from 1 to 60
Changes Take Effect: Immediately

Specifies the interval (in seconds) between each successive distribution of server-calculated statistics to the Reporting components.

submit-timer-interval

Default Value: 2000
Valid Values: Any integer from 0 (min) to 60,000 (60 seconds, max)
Changes Take Effect: As soon as the current submit interval expires
Modified: 8.5.201.05

Specifies the frequency, in milliseconds, with which Interaction Server checks views for interactions.

third-party-server-queue-size

Default Value: 200
Valid Values: Any integer from 0 2,000
Changes Take Effect: Immediately; however, does not affect ESP (External Service Protocol) requests already received from Universal Routing Server or other clients

Specifies the maximum number of ESP requests that Interaction Server queues for a given ESP server. If the number of queued ESP requests reaches this limit, Interaction Server immediately rejects new requests.

third-party-server-timeout

Default Value: 30

Valid Values: Any integer from 5 to 180
Changes Take Effect: Immediately

Specifies the timeout (in seconds) for third-party server requests. If Interaction Server does not receive a response from the third-party server within the timeout, Interaction Server considers this request to have failed, and sends an error message to Universal Routing Server. Changes made to this value do not affect third-party requests already sent to third-party servers.

third-party-server-window-size

Default Value: 10
Valid Values: Any integer from 0 to 1,000
Changes Take Effect: Immediately; however, does not affect requests already sent to ESP (External Service Protocol) servers.

Specifies the maximum number of outstanding requests that Interaction Server can have with any ESP server. (Outstanding requests are those sent to an ESP server for which no response has been received.)