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Genesys Engage Digital (eServices)

log-control

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- log-composite-agent-state
- log-desired-agent-state
- max-protocol-attribute-size
- log-custom-message-content
- mandatory-keys-to-log
- max-protocol-message-size

log-composite-agent-state

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Introduced: 8.5.110.11

If enabled, after the Proxy processes agent-state related reporting events, the Proxy also logs additional debug information about current composite agent state, including DND state, added medias with their state (ready, reason, description), agent's reason, and description. It also logs detailed media states of an agent across nodes.

log-custom-message-content

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of binary content of EventCustom (Virtual Queue events generated by URS) in the log output. A value of true or yes allows the printing.

log-desired-agent-state

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Introduced: 8.5.110.11

If enabled, after the Proxy processes agent-state related requests, the Proxy also logs additional debug information about current desired agent state, including DND state, added medias with their state (ready, reason, description), agent's reason, and description.

mandatory-keys-to-log

Default Value:

Valid Values: Any valid key name(s) separated by ','

Changes Take Effect: Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the hide-attached-data option.

max-protocol-attribute-size

Default Value: 1024

Valid Values: Any integer from 256 to 8,192 (8k)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

max-protocol-message-size

Default Value: 8192

Valid Values: Any integer from 1,024 to 131,072 (128k)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated.