Genesys Engage Digital (eServices)

settings

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generate-agent-session-id

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

Enables the generation of agent session IDs during the processing of the login request.

health-log-interval

Default Value: 10
Valid Values: Any integer from 0 to 600
Changes Take Effect: Immediately
Introduced: 8.5.110.11

Specifies time interval between printing basic proxy's KPIs into logs. Value 0 disables printing completely.

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.

hint-media-unavailable

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.300.09

Allows or prohibits the sending media state to all agents when corresponding interaction server with exclusive media type shutdown or goes online after shutdown

interaction-cache-size

Default Value: 10000
Valid Values: Any integer from 100 to 10,000,000
Changes Take Effect: Immediately

Specifies the size of the internal interaction cache. The cache holds information about processed and queued interactions, so the Proxy knows to which server it should forward interaction-related requests. When maximum capacity is reached, the oldest entries are replaced with new ones.

internal-interactions-sorting

Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: Immediately

Specifies if Interaction Server Proxy should use internal sorting mechanism while merging responses containing multiple interactions in given order from multiple nodes. This option applies to: RequestTakeSnapshot, RequestGetSnapshotInteractions, RequestFindInteractions, RequestGetWorkbinContent. After change it applies to newly sent requests, i.e. already taken snapshot won't be affected (only option is to re-take same snapshot). It's adviced to restart Interaction Server Proxy after changing this value.

mark-internal-requests

Default Value: false
Valid Values: true, false, yes, no
Changes Take Effect: Immediately

Specifies whether Interaction Server Proxy will add a new pair with the key 'InternalRequestReason' in the request's extension. This new pair is a mark, strictly for debugging, to distinguish messages sent by the client from those generated by the proxy.

max-interactions-per-snapshot

Default Value: 500
Valid Values: Any integer from 100 to 2,000
Changes Take Effect: Immediately

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

max-workbin-interactions

Default Value: 0
Valid Values: Any integer from 50 to 1,000, 0 for unlimited
Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server Proxy returns in response to RequestGetWorkbinContent. If this option is set to 0, limit will be disabled. The option must be less than or equal to the minimum possible value of the same option among all nodes.

pull-hold-timeout

Default Value: 10
Valid Values: Any integer from 1 to 600
Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay for the response to RequestPull sent to the node in the Interaction Server Cluster on behalf of routing clients, such as ORS. If this option is specified, the proxy modifies any RequestPull (those with a key 'pull-for-strategy' and value 1 in the extension) that it receives from routing clients. This helps to avoid situations when one server delays a response to RequestPull for a long time because it happens not to have interactions available, while other servers in the cluster do have interactions available.

submit-prefer-parent-server

Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: Immediately

Specifies how Interaction Server Proxy should submit a child interaction of a media type not supported by Interaction Server where the parent interaction resides. When set to "true" (default), Interaction Server Proxy submits the child interaction to Interaction Server where the parent interaction resides. This is the original behavior of Interaction Server Proxy. When set to "false", Interaction Server Proxy submits the child interaction to an arbitrary Interaction Server from the list of the servers supporting its media type. This behavior is supported starting from the 9.0.001 release.