Genesys Engage Digital (eServices)

general Section

5/6/2025

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- log-file
- log-level
- subject-body-header
- update-cfg

log-file

Default Value:
Valid Values: Any file name
Changes Take Effect: At start/restart

Specifies the filename for the Knowledge Manager log.

log-level

Default Value: debug
Valid Values: debug, normal
Changes Take Effect: At start/restart

Specifies the log level that is printed.

- A value of normal, prints error information and also essential connection information to Universal Contact Server and Configuration Server.

- A value of debug, prints debug information, error information, and also essential connection information to Universal Contact Server and Configuration Server.

subject-body-header

Default Value: false
Valid Values: true, false
Changes Take Effect: At start/restart

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening.

A value of true means screening rules treat the Subject, Body, and Header fields as a single unit

when doing matching.

If set to false, the screening rules scan the Subject, Body and Header separately.

Notes: For a screening rule to apply to these fields, you must also select the Subject, Body, and Header check boxes in the Screening Rule Editor, as in previous releases. Be sure this option has the same value as the Classification Server option of the same name, located in that component's cengine section.

update-cfg

Default Value: true
Valid Values: true, false
Changes Take Effect: At start/restart

If set to true, Knowledge Manager dynamically updates data from Configuration Server. Knowledge Manager reloads the following information:

- Tenant list for Universal Contact Server

- Language list for each tenant

- Agent list, if used during the creation of Training objects

- EmailAccounts list, if used during the creation of Screening rules

If set to false, changes made to such configuration information—for example, the addition of a new agent—will be loaded to Knowledge Manager only after it is restarted.

Warning! If you set this option to true, you might experience slow performance when building a Training Object with a large number of agents (several thousand). To improve performance, set this option to false.