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Genesys Mobile Services

Queue Management Section

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`_default_country`

Default Value: US

Valid Values: string

Changes Take Effect: Immediately

Introduced: 8.5.107.19

Modified: 8.5.108.02

Sets the default country code as defined in [ISO 3166](#). You must set this option if `_disallow_impossible_phone_numbers` or `_disallow_premium_phone_numbers` is enabled.

`_disallow_impossible_phone_numbers`

Default Value: true

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.107.19

Modified: 8.5.108.02

Disables callbacks for unreachable phone numbers that contain unexpected characters, cannot be parsed, or are too long for the specified country.

Important

If `_disallow_impossible_phone_numbers` is true, you must set the value of the

`_default_country` option.

`_disallow_premium_phone_numbers`

Default Value: true

Valid Values: boolean

Changes Take Effect: Immediately

Modified: 8.5.108.02

Disables callbacks for premium numbers, such as 900 numbers in the USA. Premium US numbers are listed in [Wikipedia](#) and are often called a 900 number or a 1-900 number ("one-nine-hundred"). The customer phone number is checked according to the country configured in the `_default_country` option.

Important

If `_disallow_premium_phone_numbers` is true, you must set the value of the `_default_country` option.

`_enable_in_queue_checking`

Default Value: true

Valid Values: true, false, strict

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Modified: 8.5.111.04

- If true, prevents the callback creation if the same customer number has already two callbacks in the queue.
- If strict, prevents the callback creation if the same customer number has already one callback in the queue.
- If false, does not check whether the customer is already in queue when creating the callback.

This option applies to both immediate and scheduled callbacks.

`_enable_reject_out_of_office_hours`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, rejects creation of a callback when the desired time is out of the configured office hours; note that the rejection is taking into account the Estimated Wait Time of the created callback.

`_enable_throttle_header_parameters`

Default Value: true

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.111.04

If true, applies the throttling to the header parameters that are configured in the `_throttle_request_parameters` option. You can configure two types of parameters in the `_throttle_request_parameters` option:

- Callback request body's parameters
- Callback request header's parameters.

If the same parameter name exists in both header and body with different values, and if this option is set to true (default), the system applies the throttling to the header value and ignores the body value.

For example, let's consider `_throttle_request_parameters=_customer_number, user_id`, where `user_id` is a parameter passed in the Callback request header and where `_customer_number` is passed in the request as a body parameter. If `_enable_throttle_header_parameters=true`, by default, the system will allow a maximum of 8 immediate callback requests issued from the same `user_id` per day (24 hours). If set to false, there is no restriction for the callback requests issued from the same `user_id`.

`_filter_keys`

Default Value:

`_callback_state, _callback_reason, _request_queue_time_stat, _request_ewt_service, _vq`

Valid Values: Comma-separated list of keys

Changes Take Effect: Immediately

Introduced: 8.5.114.09

Defines a list of filtering keys that can be passed in the [Query Callback by Queues](#) query of the Callback API.

`_fix_plus_on_int_phone_numbers`

Default Value: true

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, fix international phone numbers in the `_customer_number` parameter, by adding the '+' sign if

missing.

`_max_queued_callbacks_per_service`

Default Value: 1000

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Maximum number of queued callbacks per service. By default, this limit is set to 1000.

`_queue_ping_ors_period`

Default Value: -120,-2

Valid Values: string

Changes Take Effect: Immediately

Defines the time range in minutes to ping ORS for resubmission. The default range means that GMS will poll from `(now() - 120min)` to `(now() - 2min)`. Must be within the `_queue_poll_period` range.

`_queue_poll_period`

Default Value: -120,120

Valid Values: string

Changes Take Effect: Immediately

Introduced: 8.5.107.19

Defines the time range in minutes to pick callbacks in queue from the current time. The default range means that GMS will poll from `(now() - 120min)` to `(now() + 120min)`. For performance reasons, polling is done on a small period of data to avoid system overloading. As a rule of thumb, the fetched period should not contain more than 1000 callbacks to process/ping (overall, taking all virtual queues in account) in the 60-seconds default interval configurable using the `queue-polling-rate` option.

`_queue_poll_period_recovery`

Default Value: -1440,-120

Valid Values: Range

Changes Take Effect: Immediately

Introduced: 8.5.107.19

Defines the time range in minutes to pick callbacks in queue from the current time for the recovery period. Callbacks in `SCHEDULED` status are picked for submission; other callbacks in active states are ping on ORS sessions and re-submitted if failed. The default range means that GMS will poll from `(now() - 1440min)` to `(now() - 120min)`.

`_returned_keys`

Default Value:

`_desired_time, _callback_state, _customer_number, _callback_reason, _ors_session_id, _time_scheduled, _time_updated`

Valid Values: Comma-separated list of keys

Changes Take Effect: Immediately

Introduced: 8.5.114.09

Modified: 8.5.200.07

Specifies a list of keys whose values must be returned when fetching callback records with the [Query Callback by Queues](#) or [Query by properties](#) queries of the Callback Services API.

Note that the following keys are always returned: `_id`, `_desired_time`, `_service_name`, `_callback_state`, `_expiration_time`, `_customer_number`, `_url`, `_callback_reason` (optional), in addition to the keys defined in the `_customer_lookup_keys` option.

In 8.5.200.07, the following keys were added to the default value of this option: `_time_scheduled`, `_time_updated`, `_time_cancelled`

`_statistic_ewt_upper_bound`

Default Value: 86400

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.200.07

Specifies the maximum EWT possible value. If computed EWT is higher than this value, it is set to upper bound.

`_throttle_callbacks_per_service_1`

Default Value: 500

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Specifies the maximum number of callbacks per service for the duration set in `_throttle_ttl_1`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_2` and `_throttle_ttl_2`. Genesys recommends using these options to prevent a high rate of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes or 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

`_throttle_callbacks_per_service_2`

Default Value: 1000

Valid Values: integer

Changes Take Effect: Immediately

Specifies the maximum number of callbacks per service for the duration set in `_throttle_ttl_2`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_1` and `_throttle_ttl_1`. Genesys recommends using these options to prevent a high rate of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes or 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

`_throttle_customer_number_limit`

Default Value: 6

Valid Values: Any integer

Changes Take Effect: Immediately

Dependencies: `_throttle_request_parameters`

Introduced: 8.5.109.05

Discontinued: 8.5.110.07

Specifies the maximum number of **immediate** callback requests that a given customer number can query per day. You can set the list of parameters to apply this throttling in the option `_throttle_request_parameters`.

Starting in 8.5.110.07, this option is discontinued. Use option `_throttle_request_parameters_limit` instead.

`_throttle_request_parameters`

Default Value: `_customer_number`

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Specifies a comma-separated list of request parameters to which the `_throttle_customer_number_limit` option applies. For example, `_throttle_request_parameters=_customer_number, _target`

`_throttle_request_parameters_limit`

Default Value: 8

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.110.07

Modified: 8.5.111.08

Related Options: `_throttle_request_parameters`

Specifies the maximum number of immediate callback requests that a given customer number (or any other parameters configured in `_throttle_request_parameters`) can query per day. You can set the list of parameters to apply this throttling in the option `_throttle_request_parameters`.

In versions older than 8.5.111.08, the default value is 6.

`_throttle_ttl_1`

Default Value: 300

Valid Values: integer

Changes Take Effect: Immediately

Specifies the duration in seconds used to limit the callbacks as specified in `_throttle_callbacks_per_service_1`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_2` and `_throttle_ttl_2`. Genesys recommends using these options to prevent a high rate of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes (300 seconds) or 1000 callbacks in 1 hour (3600 seconds), use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

If these pairs of conditions `xx_1` and `xx_2` are satisfied, the callback request should be throttled.

`_throttle_ttl_2`

Default Value: 3600

Valid Values: integer

Changes Take Effect: Immediately

Specifies the duration in seconds used to limit the callbacks as specified in `_throttle_callbacks_per_service_2`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_1` and `_throttle_ttl_1`. Genesys recommends using these options to prevent a high rate of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes (300 seconds) or 1000 callbacks in 1 hour (3600 seconds), use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

If these pairs of conditions `xx_1` and `xx_2` are satisfied, the callback request should be throttled.