



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services

Scheduled Call Section

12/19/2025

Scheduled Call Section

- `_desired_connect_time_threshold`
- `_reject_future_desired_time`
- `_request_queue_time_stat`
- `_desired_time`
- `_request_ewt_service`
- `_request_time_bucket`
- `_max_request_by_time_bucket`
- `_request_execution_time_buffer`

`_desired_connect_time_threshold`

Default Value: 180

Valid Values: integer

Changes Take Effect: Immediately

Number of seconds of delay before the desired connect time for service execution.

In a scheduled callback scenario, GMS creates a service prior to the scheduled time based on the configured value of the `_request_execution_time_buffer` option. When the Callback SCXML receives the service request, it performs a secondary check to ensure that the call to the customer is not made too early, which is controlled by the `_desired_connect_time_threshold` parameter. If it is too early to proceed, the Callback SCXML waits until it is time to proceed. In some scenarios, GMS may not receive a response from Orchestration Server (ORS) and the connection may time out, which can be seen in the GMS logs. To work around this issue, configure the `_desired_connect_time_threshold` parameter to be greater than the `_request_execution_time_buffer` parameter.

`_desired_time`

Default Value:

Valid Values: UTCDate

Changes Take Effect: Immediately

Callback desired time. Format is ISO 8601 (in UTC) 'yyyy-MM-ddTHH:mm:ss.SSSZ'. For example: '2013-05-28T15:30:00.000Z'

`_max_request_by_time_bucket`

Default Value: 100

Valid Values: Any positive integer
Changes Take Effect: Immediately
Related Options: `_request_time_bucket`

Number of customer requests that can fit into a given time bucket. By default, the time buckets are 5 minutes, and the `_max_request_by_time_bucket` option is set to 100; as a result, a maximum of 100 scheduled requests can be done in the given 5 minutes bucket.

`_reject_future_desired_time`

Default Value: 1M
Valid Values: 1<letter> where letter can be: 'y' for year, 'M' for month, 'w' for week, 'd' for day, 'h' for hour, and 'm' for minute.
Changes Take Effect: Immediately

Time limit in future to schedule callbacks. If a callback is scheduled later than this limit, the callback request is rejected. You can specify a general option for all your callback services in your GMS application by setting the `callback._reject_future_desired_time` option. The default is one month (1M).

`_request_ewt_service`

Default Value: No default value
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.110.07

Specifies a `urs-stat` service to retrieve the EWT value. You can create and configure this `urs-stat` service as a GMS service in the Service Management UI or by adding a `service.my-urs-stat` section to your GMS configuration.

`_request_execution_time_buffer`

Default Value: 120
Valid Values: Integer (Seconds)
Changes Take Effect: Immediately

Time within which a request should be submitted to the Callback Orchestration execution service.

`_request_queue_time_stat`

Default Value:
Valid Values:
Changes Take Effect: Immediately

Statistic used to define when a request should be submitted to the Callback Orchestration execution service. The `request_execution_time_buffer` value and `request_queue_time_stat` statistic options define when a queued request should be submitted to the execution service. For example, you can use the `ExpectedWaitTime` statistic to set this option:
`"ExpectedWaitTime;Queue;8999@SIP_Server;Environment"`

`_request_time_bucket`

Default Value: 5

Valid Values: 5,10,15,20,30,60,120

Changes Take Effect: Immediately

Modified: 8.5.202.03

Period of time during which GMS attempts to schedule a specific amount of requests. By default, the time buckets are 5 minutes and the `max_request_by_time_bucket` option is set to 100; as a result, a maximum of 100 scheduled requests can be done in the given 5 minutes bucket.

Starting in 8.5.202.03, the following values are valid for this option: 5,10,15,20,30,60,120.

Important

Applicable if the `_max_request_by_time_bucket` option is set.