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Genesys Mobile Services

Genesys Configuration Options Current

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Genesys Mobile Services Options Reference

Welcome to the Options Reference for Genesys Mobile Services. This document describes the configuration options for the following components of Genesys Mobile Services:

- [Genesys Mobile Engagement Configuration Options](#)
- [Callback Service Options](#)
- [Basic Mobile Engagement Service Options](#)

Genesys Mobile Engagement Configuration Options

Welcome to the Options Reference for Genesys Mobile Services. This document describes the configuration options for the following components of Genesys Mobile Services:

GMS Application Configuration

Options for this component are contained in the following configuration sections:

- [business-attributes](#)
- [callback](#)
- [cassandra](#)
- [cassandra-authentication-security](#)
- [chat](#)
- [chat.service-name](#)
- [commons-connection](#)
- [config](#)
- [cview](#)
- [elasticsearch](#)
- [email.service-name](#)
- [features](#)
- [gms](#)
- [lab](#)
- [log](#)
- [notification](#)
- [openmedia.service-name](#)
- [ors](#)
- [profiler](#)
- [pulse](#)
- [push](#)
- [reporting](#)
- [resources](#)
- [server](#)
- [stat.statname](#)
- [urs](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
business-attributes	map-names	false	Immediately
business-attributes	resourceName.fieldname		Immediately
callback	callback_column_alias	No default value	Immediately
callback	filter-keys	_callback_state, callback_reason, callback_time, request_queue_time, state, request	Immediately
callback	log-background-activity	false	Immediately
callback	max_queued_callbacks_per_device	1000	Immediately
callback	queue-polling-rate	60	Immediately
callback	queue-polling-rate-recover	3600	Immediately
callback	returned-keys	_desired_time, _callback_state, _callback_time, _callback_reason, _callback_time	Immediately
callback	_enable_in_queue_checking	true	Immediately
callback	_enable_throttle_header_parameters	true	Immediately
callback	_throttle_callbacks_per_second_1	500	Immediately
callback	_throttle_callbacks_per_second_2	1000	Immediately
callback	_throttle_customer_number_limit	6	Immediately
callback	_throttle_request_parameters_customer_number	customer_number	Immediately
callback	_throttle_request_parameters_limit	8	Immediately
callback	_throttle_ttl_1	300	Immediately
callback	_throttle_ttl_2	3600	Immediately
cassandra	cassandra-schema-delay	300	After restart
cassandra	create-embedded-server	true	After restart
cassandra	create-schema	true	After restart
cassandra	create-tables	false	After restart
cassandra	keyspace-prefix	No default value	After restart
cassandra	native-port	9042	After restart
cassandra	nodes	No default value	After restart
cassandra	port	0	After restart
cassandra	reconnect-policy	EXIT	After restart
cassandra	secured	false	After restart
cassandra	strategy-class	SimpleStrategy	After restart
cassandra	strategy-option	replication_factor:4	After restart
cassandra-authentication-security	password	No default value	After restart
cassandra-authentication-security	username	No default value	After restart
chat	chat_400_response_on_disconnect	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
chat	chat_load_balancer_url_path	/WebAPI812/ SimpleSamples812/ ChatHA/ ChatLBServerInfo.jsp	Immediately upon notification.
chat	chat_refresh_rate	2000	After restart
chat	chat_session_request_timeout	30000	Immediately upon notification.
chat	default_chat_endpoint	Environment:default	Immediately upon notification.
chat	enable-fast-chat-transcript-refresh	false	Immediately
chat	ixn_server_submit_queue	Chat In	Immediately upon notification.
chat	_client_timeout	900	After restart
chat.service-name	disable_authentication	true	Immediately
chat.service-name	enable_notification_hybrid_mode	false	Immediately
chat.service-name	enable_notification_mode	false	After restart
chat.service-name	endpoint	Environment:default	Immediately
chat.service-name	escape_html	false	Immediately
chat.service-name	max_message_size	No default value	Immediately
chat.service-name	password	Empty string	Immediately
chat.service-name	push_notification_include_payload	false	Immediately
chat.service-name	push_notification_to_active_client	true	After restart
chat.service-name	typing_preview	false	Immediately
chat.service-name	username	Empty string	Immediately
commons-connection	string-attributes-encoding	UTF-8	After restart
config	admin_client_app_name	default	After restart
config	load-Agent	noload	After restart
config	load-CallingList	noload	After restart
config	load-Campaign	noload	After restart
config	load-CampaignCallingList	noload	After restart
config	load-CampaignGroup	noload	After restart
config	load-GroupAgents	noload	After restart
config	load-GroupPlaces	noload	After restart
config	load-GroupQueues	noload	After restart
config	load-Place	noload	After restart
config	load-Queue	noload	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
config	load-RegDN	noload	After restart
config	load-RoutePoint	startupload	After restart
config	load-RoutingStrategy	noload	After restart
config	load-StagingArea	noload	After restart
config	load-Switch	noload	After restart
config	load-VirtualQueue	noload	After restart
config	load-VirtualRoutingPoint	noload	After restart
config	load-Workbins	noload	After restart
cview	allow-custom-ids	false	Immediately
cview	auto-complete-after	No default value	Immediately
cview	auto-complete-enabled	false	Immediately
cview	auto-complete-organizations	""	Immediately
cview	data-validation	false	Immediately
cview	enabled	false	Immediately
cview	expiration	5y	Immediately
cview	use-role	false	Immediately
elasticsearch	allowedServiceTypes	""*	Immediately
elasticsearch	enabled	false	Immediately
elasticsearch	server	No default value	Immediately
elasticsearch	urlPattern		
email.service-name	disable_authentication	true	Immediately
email.service-name	endpoint	Environment:default	Immediately
email.service-name	file_types	pdf,doc,txt,jpg,png,gif,bmp,zip	Immediately
email.service-name	mailbox	Empty string	Immediately
email.service-name	max_files	10	Immediately
email.service-name	max_size	3145728	Immediately
email.service-name	password	Empty string	Immediately
email.service-name	username	Empty string	Immediately
features	disable-additional-columns-from-callbacks	false	Immediately
features	disable-bulk-cancel-and-export-callback	false	Immediately
features	enable-config	false	Immediately
features	enable-contextual-help	false	Immediately
features	enable-downloaddfm	false	Immediately
features	enable-logger	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
features	enable-logger-error	false	Immediately
features	enable-metrics	false	Immediately
features	enable-patterns	false	Immediately
features	enable-resources	false	Immediately
features	enable-sample	false	Immediately
gms	disable-upload-content-parsing	false	Immediately
gms	http.client_port_range	Assigned by the system	Immediately
gms	http.connection_timeout	10	Immediately
gms	http.max_connections_per_route	20	Immediately
gms	http.max_connections_total	100	Immediately
gms	http.proxy-auto-config-file	No default value	Immediately
gms	http.proxy-cache-size	32	Immediately
gms	http.proxy-ttl	5	Immediately
gms	http.socket_timeout	10	Immediately
gms	http.ssl_trust_all	false	Immediately
gms	http.use_lax_redirect_strategy	true	Immediately
lab	disable-additional-columns-from-callbacks	false	Immediately
lab	disable-bulk-cancel-and-export-callback	false	Immediately
lab	enable-bulk-cancel-and-export-callback	false	Immediately
log	all		Immediately.
log	buffering	false	Immediately.
log	CallbackService	false	Immediately
log	ChatService	false	Immediately
log	ClusterService	false	Immediately
log	consistency-errors-suppress	false	Immediately
log	CoreService	false	Immediately
log	DataDepotService	false	Immediately
log	debug	stdout	Immediately.
log	DistributedJobExecutor	false	Immediately
log	DistributedJobQueue	false	Immediately
log	expire	20	Immediately.
log	NotificationService	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	OrsService	false	Immediately
log	segment	10000	Immediately.
log	ServicesService	false	Immediately
log	SharedService	false	Immediately
log	standard	stdout	Immediately.
log	StatisticService	false	Immediately
log	StorageService	false	Immediately
log	SubscriptionService	false	Immediately
log	trace	stdout	Immediately.
log	UrsService	false	Immediately
log	verbose	standard	Immediately.
notification	unsubscribe-delay	0	Immediately
openmedia.service-name	allow_overwrite	false	Immediately
openmedia.service-name	endpoint	Environment:Default	Immediately
openmedia.service-name	interaction_subtype	No default value	Immediately
openmedia.service-name	interaction_type	No default value	Immediately
openmedia.service-name	media_type	No default value	Immediately
ors	enable_ors_loadbalancer	true since 8.5.107; false previously	After restart
ors	healthcheck-ping-interval	45000	After restart
ors	healthcheck-ping-url	/heartbeat	After restart
ors	max_ors_idle_connection_time	3600	After restart
ors	max_ors_request_attempts	3	Immediately
ors	ors_loadbalancer_refresh_rate	45000	After restart
ors	_ors_lb_strategy	circular	After restart
profiler	enable	false	Immediately
profiler	logged-classes	Empty string	Immediately
profiler	stored-classes	Empty string	Immediately
pulse	enabled	false	Immediately
pulse	password	No default value	Immediately
pulse	servers		Immediately
pulse	user	No default value	Immediately
pulse	version	2	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
push	android.collapseKey		After restart.
push	android.delayWhileIdle	false	After restart.
push	android.gcm.apiKey		After restart.
push	android.gcm.retryNumber	2	After restart.
push	android.senderAccountType		After restart.
push	android.senderEmail	@gmail.com	After restart.
push	android.senderPassword		After restart.
push	android.source		After restart.
push	android.ssl_trust_all	false	After restart.
push	android.unavailability_retry_timeout	120	After restart.
push	apple.alert	No default value	After restart
push	apple.alertMessage.action-loc-key		After restart
push	apple.alertMessage.body		After restart.
push	apple.alertMessage.launch-image		After restart
push	apple.alertMessage.loc-argnames		After restart
push	apple.alertMessage.loc-key		After restart
push	apple.badge	0	After restart.
push	apple.content-available		After restart
push	apple.keystore		After restart.
push	apple.keystorePassword		After restart.
push	apple.sound		After restart.
push	apple.title	Empty string	After restart.
push	apple.topicName	No default value	After restart
push	customhttp.url		After restart
push	debug.apple.keystore	No default value	After restart
push	debug.apple.keystorePassword	No default value	After restart
push	debug.fcm.apiKey	No default value	After restart
push	defaultSubscriptionExpiration		After restart
push	fcm.apiKey	No default value	After restart
push	fcm.body	No default value	After restart
push	fcm.title	No default value	After restart
push	filtering_chat_events	Notice.TypingStarted,Notice.TypingStopped	After restart
push	httpcb.connection_max_connections_per_route	20	After restart.
push	httpcb.connection_timeout	5	After restart.
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
push	httpcb.max_connections_to	200	After restart.
push	localizationFileLocation		After restart.
push	pushEnabled	comet	After restart.
push	wns.clientSecret		After restart
push	wns.notificationType		After restart
push	wns.sid		
push	wns.xmlTemplate		After restart
reporting	enable_urs_loadbalancer	false	Immediately
reporting	max_urs_idle_connection_time	3600	Immediately
reporting	max_urs_request_attempts	3	Immediately
reporting	startup-statistics		Immediately
reporting	urs_heatbeat_url	/urs/console?x	Immediately
reporting	urs_loadbalancer_refresh_rate	45000	Immediately
reporting	_urs_url		Immediately
resources	patterns_list_name	GMS_Patterns	Immediately upon notification.
resources	resources_list_name	GMS_Resources	Immediately upon notification.
resources	user_control	false	Immediately
server	access_code_prefix		Immediately
server	allow-file-control	false	Immediately
server	allowed-mime-types	Empty	Immediately
server	app_name		Immediately
server	config-fast-loading	true	After restart
server	dateFormat		Immediately
server	external_url_base		Immediately
server	gsgadmin_redirect	default	Immediately
server	max-file-upload	5000000	Immediately
server	max-sessions	9999	Immediately
server	node_id	1	
server	password	No default value	Immediately
server	realm	Genesys Application Configuration Needed.	Immediately
server	relative_url	false	Immediately
server	username	No default value	Immediately
server	web_host	Result of InetAddress.getLocalHost()	Immediately
server	web_port	80	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
server	web_scheme	http	Immediately
server	_ors		Immediately
server	_ors_lb_strategy	circular	Immediately
stat.statname	filter	No default value	After restart
stat.statname	metric	No default value	After restart
stat.statname	notificationMode	No default value	After restart
stat.statname	objectId	No default value	After restart
stat.statname	objectType	No default value	After restart
stat.statname	tenant	No default value	After restart
stat.statname	tenantPassword	No default value	After restart
urs	_urs_lb_strategy	linear	After restart
Section	Option	Default	Changes Take Effect

business-attributes Section

This section defines the mapping between Context Services and the Business Attributes configured in the Genesys Configuration Server. The Business Attribute values are defined in the Tenant.

Important

If your application is **multi-tenant**, you should define a `business-attributes.<tenantId>` section per tenant.

- `map-names`
- `resourceName.fieldname`

map-names

Default Value: false

Valid Values: String

Changes Take Effect: Immediately

Set to true to return the Names of Business Attribute Values instead of DB IDs in the responses for GET operations; false (default) to return the DB IDs of Business Attribute Values in the responses for GET operations.

resourceName.fieldname

Default Value:

Valid Values:

Changes Take Effect: Immediately

Associates a Business Attribute key with the name of the Business Attribute configured in the proper tenant.

- Possible resource name values are:
 - Service

- State
- Task
- Possible field name values to map are:
 - type (for service type)
 - disposition
 - application_type
 - resource_type
 - media_type
- Such as, for instance: `Service.service_type`, `Task.disposition`, `State.media_type`.

Important

- If there is no configuration for a given field, Context Services automatically allows any valid integer value for this field. In this case, your application is responsible for the value's validity.
- A Business Attribute can be mapped to several resource fields. For instance, the `Service.media_type` and `Task.media_type` string can both point to the "MediaType" Business Attributes.

callback Section

- `_enable_in_queue_checking`
- `_enable_throttle_header_parameters`
- `_throttle_callbacks_per_service_1`
- `_throttle_callbacks_per_service_2`
- `_throttle_customer_number_limit`
- `_throttle_request_parameters`
- `_throttle_request_parameters_limit`
- `_throttle_ttl_1`
- `_throttle_ttl_2`
- `callback_column_alias`
- `filter-keys`
- `log-background-activity`
- `max_queued_callbacks_per_service`
- `queue-polling-rate`
- `queue-polling-rate-recover`
- `returned-keys`

`_enable_in_queue_checking`

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Added in: 8.5.109.05

If true, prevents the callback creation if the same customer number has already two callbacks 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_throttle_header_parameters`

Default Value: true

Valid Values: true, false

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 true, 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 6 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`.

`_throttle_callbacks_per_service_1`

Default Value: 500

Valid Values: Any positive 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, but not more than 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: Any positive 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_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 high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 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 positive integer

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Discontinued: 8.5.110.07

Specifies the maximum number of **immediate** callback requests that a given customer number can request 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

Added in: 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 `_throttle_request_parameters` option.

`_throttle_ttl_1`

Default Value: 300

Valid Values: Any positive integer

Changes Take Effect: Immediately

Added in: 8.5.109.05

Specifies the duration in seconds used for the callbacks limit set 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 high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 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_ttl_2`

Default Value: 3600

Valid Values: Any positive integer

Changes Take Effect: Immediately

Added in: 8.5.109.05

Specifies the duration in seconds used for the callbacks limit set 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 high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 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
```

`callback_column_alias`

Default Value: No default value

Valid Values: JSON-formatted string

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Defines a list of aliases for the custom parameters submitted in Callback queries. If the `disable_additional_columns_from_callbacks` option is false, the Callback UI will use these aliases as Display Names for the columns that display the custom parameters' values.

The list must match the following format: { "parameter_key1" : "parameter_alias1", "parameter_key2" : "parameter_alias2", ..., "parameter_keyN": "parameter_aliasN" }

`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: 8.5.111.04

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

log-background-activity

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

Set to true to provide more callback logs.

max_queued_callbacks_per_service

Default Value: 1000
Valid Values: Any integer
Changes Take Effect: Immediately

Added in 8.5.108.02

Maximum number of queued callbacks per service, if the option is not overridden in the callback service. Note that this option will not reject scheduled callbacks and applies only to immediate callbacks.

queue-polling-rate

Default Value: 60
Valid Values: Any positive integer
Changes Take Effect: Immediately

Polling interval (in seconds) at which GMS should verify if callbacks should be submitted for execution. In the case of an initial submission error, this interval impacts the occurrence of submission attempts.

queue-polling-rate-recover

Default Value: 3600
Valid Values: Any positive integer
Changes Take Effect: Immediately

Polling interval (in seconds) at which GMS should verify if **old** callbacks (with desired time past for more than 2 hours) should be pinged and possibly re-submitted for execution.

returned-keys

Default Value: _desired_time,_callback_state,_callback_state,_callback_reason,_ors_session_id
Valid Values: Comma-separated list of keys
Changes Take Effect: Immediately

Introduced: 8.5.111.04

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.

cassandra Section

- `cassandra-schema-delay`
- `create-embedded-server`
- `create-schema`
- `create-tables`
- `keyspace-prefix`
- `native-port`
- `nodes`
- `port`
- `reconnect-policy`
- `secured`
- `strategy-class`
- `strategy-option`

cassandra-schema-delay

Default Value: 300

Valid Values: Any integer

Changes Take Effect: After restart

Discontinued: 8.5.207.05

Time to wait (Long) in milliseconds before adding the next column family to keyspace.

create-embedded-server

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Discontinued: 8.5.206.04

Set this option to `false` to connect to an external Cassandra instance. If set to `true`, creates and connects to the Cassandra server embedded with GMS and ignores the `node` and `port` options in the `cassandra` section.

create-schema

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Discontinued: 8.5.207.05

If set to `true`, creates (if needed) keyspaces and column families for GMS. If set to `false`, does not create keyspaces.

create-tables

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Introduced: 8.5.207.05

If true, creates the missing tables in an existing GMS keyspace. Note that the default keyspaces are gsg and gsg_dd.

keyspace-prefix

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

Specifies the prefix for GMS keyspace naming.

The default value is empty for backward compatibility. Note: If this value is left empty, the gsg and gsg_dd keyspaces will be created in Cassandra.

native-port

Default Value: 9042
Valid Values: Any positive integer
Changes Take Effect: After restart
Introduced: 8.5.203.02

The listening port of the Cassandra server, that is, the port on which CQL listens for clients. If you implement TLS, use another port such as 9142 (cassandra default).

nodes

Default Value: No default value
Valid Values: String
Changes Take Effect: After restart

Comma-separated list of Cassandra hosts or IP addresses of the local data center. For example: host1,192.168.1.2

port

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: After restart

Discontinued: 8.5.203.02

The listening port of the Cassandra server (that is, the port on which Thrift listens for clients).

Starting in 8.5.203, use the new **native-port** option instead of this one.

reconnect-policy

Default Value: EXIT

Valid Values: NONE, EXIT

Changes Take Effect: After restart

Introduced: 8.5.110.07

Rule to apply if no Cassandra is available.

- If NONE, GMS will send request attempts until the Cassandra cluster is back.
- If EXIT, GMS will exit and let the external system handle alarms or notifications.

secured

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.207.05

If true, Cassandra must use TLS to connect to the cluster.

strategy-class

Default Value: SimpleStrategy

Valid Values: SimpleStrategy, NetworkTopologyStrategy, or cassandra-topology

Changes Take Effect: After restart

Discontinued: 8.5.207.05

Specifies the strategy class that Cassandra uses for the cluster. Valid values are:

- SimpleStrategy, which defines a single cluster without multiple Data Centers.
- NetworkTopologyStrategy, which is a network strategy in conjunction with the cassandra-topology properties file (located in the install configuration directory for each Cassandra instance), defines the Data Centers for the Cassandra cluster. Multiple Data Centers are typically geographically dispersed.

strategy-option

Default Value: replication_factor:4

Valid Values: Any string

Changes Take Effect: After restart

Discontinued: 8.5.207.05

Specifies the replication factor value according to the strategy-class:

- If the strategy class is `SimpleStrategy`, set this value to `replication_factor:2`, where 2 is the number of Cassandra nodes.
- If the strategy class is `NetworkTopologyStrategy`, set this value to `DC1:2;DC2:3`, where DC is the Data Center topology.

cassandra-authentication-security Section

- password
- username

password

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

The Cassandra password.

Important

The user name and password are replicated to all Cassandra nodes.

username

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

The Cassandra user name.

Important

The user name and password are replicated to all Cassandra nodes.

chat Section (Version1)

These chat options enable you to configure chat for Chat API Version1. See [Configuring Chat support](#) for further details.

- `_client_timeout`
- `chat_400_response_on_disconnected`
- `chat_load_balancer_url_path`
- `chat_refresh_rate`
- `chat_session_request_timeout`
- `default_chat_endpoint`
- `enable-fast-chat-transcript-refresh`
- `ixn_server_submit_queue`

`_client_timeout`

Default Value: 900

Valid Values: Any positive integer

Changes Take Effect: After restart

Client timeout in seconds for Cometd chat sessions.

If the client does not interact with the Chat service (refresh, send message, send event), GMS stops to poll the Chat server, and the Chat session is closed. This option applies only to chat sessions implemented using Cometd connections. For non-Cometd implementation, Chat server timeout parameters apply. The default value for this option is 15 minutes.

`chat_400_response_on_disconnected`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If you set this option to `true` and if the agent disconnected from the chat session, when returning to foreground and calling the chat refresh API, your chat application receives a 400 Error. If you set this option to `false` (default), your application receives 200 OK in this scenario.

`chat_load_balancer_url_path`

Default Value: /WebAPI812/SimpleSamples812/ChatHA/ChatLBServerInfo.jsp

Valid Values: Valid URL

Changes Take Effect: Immediately upon notification.

Path of the Chat load balancer, see GMS examples

chat_refresh_rate

Default Value: 2000

Valid Values: Any integer ≥ 500

Changes Take Effect: After restart

Sets the period in **milliseconds** for polling transcript changes from the chat server. This option applies to Cometd sessions only. Genesys recommends the default value (2000 msec) for most deployments. If you decrease this value, you increase the workload on GMS and chat servers.

chat_session_request_timeout

Default Value: 30000

Valid Values: Any positive integer

Changes Take Effect: Immediately upon notification.

Duration in milliseconds after which the chat interaction gets deleted.

default_chat_endpoint

Default Value: Environment:default

Valid Values: <tenant_name>:<chat_endpoint>

Changes Take Effect: Immediately upon notification.

This option is used for all chat services in order to define the queue (URS) where the chat session initiated by GMS will enter. The value of this option is the tenant name on which the service(s) will proceed, and the chat endpoint as defined in the ChatServer option. For example, the section endpoints for the tenant Environment in the chat options is written as endpoints:1. This section contains the endpoint options (for example, default=queue). The chat endpoint value to use this default endpoint in the Environment tenant is Environment:default.

Tip

You can supersede this option for each chat service using the `_chat_endpoint` option with the same `<tenant_name:chat_endpoint>` value.

enable-fast-chat-transcript-refresh

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.107.19

If true, enables the Index property in the chat transcript messages.

ixn_server_submit_queue

Default Value: Chat In

Valid Values:

Changes Take Effect: Immediately upon notification.

Deprecated in: 8.5.005.03

Queue used to submit Chat Interaction.

chat or chat.<service-name> Section (Version2)

These chat options enable you to configure chat for Chat APIs Version 2 that are part of the Digital Channel APIs. See [Configuring Digital Channels](#) for further details.

- [disable_authentication](#)
- [enable_notification_hybrid_mode](#)
- [enable_notification_mode](#)
- [endpoint](#)
- [escape_html](#)
- [max_message_size](#)
- [password](#)
- [push_notification_include_payload](#)
- [push_notification_to_active_client](#)
- [typing_preview](#)
- [username](#)

disable_authentication

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Disables Basic Authentication for chat.

enable_notification_hybrid_mode

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Discontinued: 8.5.112.05

Enables hybrid notification mode for Chat V2 CometD API. This option is dynamic and defined on a media level only.

Warning

You cannot modify this option on a running GMS node. If you do so, the node will no longer handle the existing sessions correctly.

- If false, the Chat V2 API requests will fail with an error code 240, statusCode=2 and chatEnded=true.
- If true, the GMS node will process correctly Chat V2 API requests against the session started using Chat V2 With CometD API.

enable_notification_mode

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.109.05

Enables the notification mode for the Chat V2 CometD API. This option is defined in the chat section only, cannot apply to the chat.<service-name> section, and is not dynamic. You cannot change this option at runtime: doing so may lead to incorrect node behavior. If you set this option to true, the GMS node will establish a persistent connection with the Chat Server(s) and enable the Chat V2 CometD API.

endpoint

Default Value: Environment:default

Valid Values: <TenantName>:<ChatServerEndpointName>

Changes Take Effect: Immediately

Introduced: 8.5.104.04

This option defines the eServices Chat Server endpoint that will be used to submit Chat interactions for this service. The string value must combine a valid tenant name and a valid Chat Server endpoint name from this tenant, separated by a colon: <TenantName>:<ChatServerEndpointName>

- TenantName must correspond to one of the Tenants assigned to the connected Chat Server application.
- ChatServerEndpointName is the value of one of the keys in the endpoints section of the connected Chat Server application and is a reference to the queue into which this chat session will be submitted.

escape_html

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Discontinued: 8.5.104.04

Determines whether web service responses escape HTML entities in user-submitted text. For example:

- Unescaped: <script>alert('hello')</script>
- Escaped: <script>alert('hello')</script>

Deprecated: Because some Genesys components escape HTML content, setting this option to true can lead them to display messages incorrectly. Therefore, message text must instead be escaped by

the client that generates a request.

However, you can use a value of true with custom desktops and custom web clients, as long as they do not escape their HTML content.

max_message_size

Default Value: No default value

Valid Values: Any integer from 0-104855000

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Limits the allowable size of text and message parameters with Chat and Chat CometD APIs.

- If a message parameter exceeds this value, GMS node will return a validation error with code 204.
- If the option is not defined, the GMS node will not check the size of the message.

Genesys recommends that you set the value of this option to at least 2,000 less than the lowest value of the `xml-request-max-size` option of all connected Chat Servers.

password

Default Value: Empty string

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Defines a password for the chat channel or service.

push_notification_include_payload

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.201.04

If true, the chat event payload is included in customhttp notifications the same as with CometD notifications. Note: Applicable to Chat V2 with CometD and customhttp only. Not applicable to FCM and iOS push events.

push_notification_to_active_client

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.219.03

If false, GMS stops sending mobile and HTTP push notifications in the chat session when the CometD connection is established. In this scenario, mobile and HTTP push notifications for new events in the chat session are only sent when there is no active CometD connection.

typing_preview

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.104.04

Text typed by a chat user can be periodically submitted to the server before the user has finished typing, so that the chat agent can get advance information about the content of the message and be more prepared to respond.

If this setting is enabled, text messages from the user are included in calls to refresh the transcript.

Important

This option is not applicable when using CometD.

username

Default Value: Empty string

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Defines a username for the chat channel or service.

commons-connection Section

- `string-attributes-encoding`

string-attributes-encoding

Default Value: UTF-8

Valid Values:

Changes Take Effect: After restart

Added in: 8.5.103.10

Encodes attributes in UTF-8. You need this option for UTF-8 multi-locales support.

config Section

Options in the **config** section enable you to manage configuration objects' caching in GMS. By default, only Route Point objects are loaded at startup; other objects are not loaded unless you enable the corresponding option with:

- `startupload`— The objects are loaded at GMS startup.
- `lazyload`— The objects are loaded when GMS needs them.

You may need to load these objects if they are involved in the Service Management UI.

Important

Restart GMS when you update the options of this section.

- `admin_client_app_name`
- `load-Agent`
- `load-CallingList`
- `load-Campaign`
- `load-CampaignCallingList`
- `load-CampaignGroup`
- `load-GroupAgents`
- `load-GroupPlaces`
- `load-GroupQueues`
- `load-Place`
- `load-Queue`
- `load-RegDN`
- `load-RoutePoint`
- `load-RoutingStrategy`
- `load-StagingArea`
- `load-Switch`
- `load-VirtualQueue`
- `load-VirtualRoutingPoint`
- `load-Workbins`

admin_client_app_name

Default Value: default

Valid Values: string

Changes Take Effect: After restart

The name of the Configuration Server client application that is used in GMS for Admin UI operations (write/delete). By default, this name is the default client application name in the Configuration Server.

load-Agent

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Agent configuration objects:

- startupload—Agent configuration objects are all loaded at startup.
- lazyload—Agent configuration objects are loaded when they are needed.
- noload (default)—Agent configuration objects are not loaded at all.

load-CallingList

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Calling List configuration objects:

- startupload—Calling List configuration objects are all loaded at startup.
- lazyload—Calling List configuration objects are loaded when they are needed.
- noload (default)—Calling List configuration objects are not loaded at all.

load-Campaign

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Campaign configuration objects:

- startupload—Campaign configuration objects are all loaded at startup.
- lazyload—Campaign configuration objects are loaded when they are needed.
- noload (default)—Campaign configuration objects are not loaded at all.

load-CampaignCallingList

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Campaign Calling List configuration objects:

- **startupload**—Campaign Calling List configuration objects are all loaded at startup.
- **lazyload**—Campaign Calling List configuration objects are loaded when they are needed.
- **noload (default)**—Campaign Calling List configuration objects are not loaded at all.

load-CampaignGroup

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Campaign Group configuration objects:

- **startupload**—All Campaign Group configuration objects are loaded at startup.
- **lazyload**—Campaign Group configuration objects are loaded when they are needed.
- **noload (default)**—Campaign Group configuration objects are not loaded at all.

load-GroupAgents

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Agent Groups configuration objects:

- **startupload**—Agent Groups configuration objects are all loaded at startup.
- **lazyload**—Agent Groups configuration objects are loaded when they are needed.
- **noload (default)**—Agent Groups configuration objects are not loaded at all.

load-GroupPlaces

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Place Groups configuration objects:

- **startupload**—Place Groups configuration objects are all loaded at startup.
- **lazyload**—Place Groups configuration objects are loaded when they are needed.
- **noload (default)**—Place Groups configuration objects are not loaded at all.

load-GroupQueues

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Queue Groups configuration objects:

- startupload—Queue Groups configuration objects are all loaded at startup.
- lazyload—Queue Groups configuration objects are loaded when they are needed.
- noload (default)—Queue Groups configuration objects are not loaded at all.

load-Place

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Place configuration objects:

- startupload—Place configuration objects are all loaded at startup.
- lazyload—Place configuration objects are loaded when they are needed.
- noload (default)—Place configuration objects are not loaded at all.

load-Queue

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Queue configuration objects:

- startupload—Queue configuration objects are all loaded at startup.
- lazyload—Queue configuration objects are loaded when they are needed.
- noload(default)—Queue configuration objects are not loaded at all.

load-RegDN

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load RegDN configuration objects:

- startupload—RegDN configuration objects are all loaded at startup.
- lazyload—RegDN configuration objects are loaded when they are needed.
- noload (default)—RegDN configuration objects are not loaded at all.

load-RoutePoint

Default Value: startupload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines how GMS must load RoutePoint configuration objects:

- startupload (default)—RoutePoint configuration objects are all loaded at startup.
- lazyload—RoutePoint configuration objects are loaded when they are needed.
- noload—RoutePoint configuration objects are not loaded at all.

load-RoutingStrategy

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Routing Strategy configuration objects:

- startupload—Routing Strategy configuration objects are all loaded at startup.
- lazyload—Routing Strategy configuration objects are loaded when they are needed.
- noload (default)—Routing Strategy configuration objects are not loaded at all.

load-StagingArea

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Staging Area configuration objects:

- startupload—Staging Area configuration objects are all loaded at startup.
- lazyload—Staging Area configuration objects are loaded when they are needed.
- noload (default)—Staging Area configuration objects are not loaded at all.

load-Switch

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Switch configuration objects:

- startupload—Switch configuration objects are all loaded at startup.
- lazyload—Switch configuration objects are loaded when they are needed.
- noload (default)—Switch configuration objects are not loaded at all.

load-VirtualQueue

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Virtual Queue configuration objects:

- startupload—Virtual Queue configuration objects are all loaded at startup.
- lazyload—Virtual Queue configuration objects are loaded when they are needed.
- noload (default)—Virtual Queue configuration objects are not loaded at all.

load-VirtualRoutingPoint

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Virtual Routing Point configuration objects:

- startupload—Virtual Routing Point configuration objects are all loaded at startup.
- lazyload—Virtual Routing Point configuration objects are loaded when they are needed.
- noload (default)—Virtual Routing Point configuration objects are not loaded at all.

load-Workbins

Default Value: noload

Valid Values: startupload, lazyload, noload

Changes Take Effect: After restart

Introduced: 8.5.209.02

Defines when GMS must load Workbins configuration objects:

- startupload—Workbins configuration objects are all loaded at startup.
- lazyload—Workbins configuration objects are loaded when they are needed.
- noload (default)—Workbins configuration objects are not loaded at all.

cview Section

- `allow-custom-ids`
- `auto-complete-after`
- `auto-complete-enabled`
- `auto-complete-organizations`
- `data-validation`
- `enabled`
- `expiration`
- `use-role`

allow-custom-ids

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If `true`, enables custom IDs; this option is for migration purpose only and allows Context Services to replicate the UCS service identifier into Context Services storage. If `false`, Context Services generate new identifiers in response of "start" events.

auto-complete-after

Default Value: No default value

Valid Values: long

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Time in seconds to wait to auto-complete the service after its last update if `auto-complete-enabled = true`. This option value is used if it is not explicitly provided in the Start request by setting the `auto_complete_after` parameter of the Service Start Event. If you do not provide a value for `auto_complete_after` in the configuration or in the Start request, then only an explicit API call to complete the service will be able to terminate the service.

auto-complete-enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Related Feature: auto-complete

If true, enables the auto-complete feature. If a service or its states or its tasks are not updated within the period specified by the option auto-complete-after, the service (including states and tasks) is terminated.

auto-complete-organizations

Default Value: ""

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Comma-separated list of organization IDs (the Contact Center ID concatenated with the Group ID separated by a period) for which the auto-completion is enabled.

data-validation

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If true, allows additional checks of consistency during production. For example, if your application creates a State or a Task, the server checks that the service exists before it creates the inner object; if not, your application receives a Service Not Found Exception.

Warning

This data validation feature is a costly process that requires additional storage read access.

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) the Context Services feature. If set to FALSE, the other options are ignored.

expiration

Default Value: 5y

Valid Values: <integer><letter>

Changes Take Effect: Immediately

Defines expiration time for conversation (service, states, tasks) after creation or last API update. The expiration time is formatted as follows: <integer><letter> where:

- <integer> specifies the time period
- <letter> is one of the following period type:
 - s: seconds
 - m: minutes
 - h: hours
 - d: days
 - w: weeks (7 days)
 - M: months (30 days)
 - y: years (365 days)

use-role

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) Role-Based Access Control.

elasticsearch Section

- `allowedServiceTypes`
- `enabled`
- `server`
- `urlPattern`

allowedServiceTypes

Default Value: "*"

Valid Values: String

Changes Take Effect: Immediately

Comma-separated list of the service types allowed to publish conversations to the elastic server. The service types are String or DBIDs matching the Business Attributes `mapping`; for example: Identification,Special Offers.

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Set to true to push conversations to elastic search when services are completed.

server

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

Elastic Search server URL; for instance: `http://gax1dev:1664`.

urlPattern

Default Value:

Valid Values:
Changes Take Effect:

Pattern to append to the server URL; for instance: `${service.type}-${date.year}.${date.month}.${date.day}/service/${service.id}`. The possible pattern variables are:

- `date.year`
- `date.month`
- `date.day`
- `service.type`
- `service.id`

email.<service-name> Section

- `disable_authentication`
- `endpoint`
- `file_types`
- `mailbox`
- `max_files`
- `max_size`
- `password`
- `username`

disable_authentication

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.108.02

If true, disables Basic Authentication for email.

endpoint

Default Value: Environment:default

Valid Values: <TenantName>:<EmailServerEndpointName>

Changes Take Effect: Immediately

Introduced: 8.5.104.04

This option defines the eServices Email Server endpoint that will be used to submit Email interactions for this service. The string value must combine a valid tenant name and a valid Email Server endpoint name from this tenant, separated by a colon: <TenantName>:<EmailServerEndpointName>

- TenantName must correspond to one of the Tenants assigned to the connected Email Server application.
- EmailServerEndpointName is the value of one of the keys in the endpoints section of the connected Email Server application and is a reference to the queue into which this email will be submitted.

file_types

Default Value: pdf,doc,txt,jpg,png,gif,bmp,zip

Valid Values: A comma-delimited list of file extensions

Changes Take Effect: Immediately

Introduced: 8.5.104.04

A list of the file types that a client can attach to an email.

mailbox

Default Value: Empty string
Valid Values: Valid email address
Changes Take Effect: Immediately
Introduced: 8.5.110.07

The address of the mailbox to which the email must be delivered. This value overrides any configured mailbox in the Email Server Java application.

max_files

Default Value: 10
Valid Values: Any positive integer
Changes Take Effect: Immediately
Introduced: 8.5.104.04

The maximum number of files that a client can attach to an email.

max_size

Default Value: 3145728
Valid Values: Any positive integer
Changes Take Effect: Immediately
Introduced: 8.5.104.04

The maximum total size of all files that a client can attach to an email.

password

Default Value: Empty string
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.108.02

Defines a password for the email channel or service.

username

Default Value: Empty string
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.108.02

Defines a username for the email channel or service.

features Section

- [disable-additional-columns-from-callbacks](#)
- [enable-contextual-help](#)
- [enable-metrics](#)
- [disable-bulk-cancel-and-export-callback](#)
- [enable-downloaddfm](#)
- [enable-patterns](#)
- [enable-config](#)
- [enable-logger](#)
- [enable-resources](#)
- [enable-logger-error](#)
- [enable-sample](#)

disable-additional-columns-from-callbacks

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.114.07

If true, the Callback UI displays only custom columns added through the Advanced Options dialog in the Callback table. If false, the Advanced Options dialog of the Callback UI will not allow the creation of custom columns; however, the Callback table displays any additional callback fields in the current range as additional columns.

disable-bulk-cancel-and-export-callback

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.114.09

If true, disables the bulk export of cancelled Callback records in the Callback UI.

enable-config

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.200.07

If true, enables the new Monitor UI.

enable-contextual-help

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.202.03

If true, enables the new Contextual Help panel in the Service Management UI.

Warning

Microsoft Edge does not support this feature.

enable-downloaddfm

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the **Tools > Download Dfm** item in the Service Management UI.

enable-logger

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables INFO and DEBUG log traces in the Log Console of the Service Management UI.

enable-logger-error

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables ERROR log traces in the Log Console of the Service Management UI.

enable-metrics

Default Value: false
Valid Values: true, false

Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the new **Monitor > Metrics** tab of the Service Management UI.

enable-patterns

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the new **Tools > Patterns** panel in the Service Management UI.

enable-resources

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

If true, enables the new **Tools > Resources** panel in the Service Management UI.

enable-sample

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.200.07

If true, enables the new **Tools > Sample** panel in the Service Management UI.

gms Section

- `disable-upload-content-parsing`
- `http.client_port_range`
- `http.connection_timeout`
- `http.max_connections_per_route`
- `http.max_connections_total`
- `http.proxy-auto-config-file`
- `http.proxy-cache-size`
- `http.proxy-ttl`
- `http.socket_timeout`
- `http.ssl_trust_all`
- `http.use_lax_redirect_strategy`

disable-upload-content-parsing

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.214.02

If true, disables the content parsing of files that are uploaded through the GMS API. For example, you can configure this option to true if you wish to upload encrypted files such as DRM files.

http.client_port_range

Default Value: Assigned by the system

Valid Values: Integer Range (eg., 52000-53000) Max Range (0-65535)

Changes Take Effect: Immediately

All HTTP client requests from GMS to other servers will use a client socket port from the specified range.

- If the selected port is already in use, the request is tried using the next port in a serial fashion.
- If this option is not specified, the OS will assign a random available port for the request.

http.connection_timeout

Default Value: 10

Valid Values: Any positive integer

Changes Take Effect: Immediately

Connection timeout (in seconds) for http connections to be established from gms to other servers (ORS, httpcb and cluster resource service). Default is set pretty low, so should be on the fast network.

http.max_connections_per_route

Default Value: 20

Valid Values: Any positive integer

Changes Take Effect: Immediately

Number of concurrent connections to connect to each HTTP server. All subsequent concurrent requests will be queued.

http.max_connections_total

Default Value: 100

Valid Values: Any positive integer

Changes Take Effect: Immediately

Maximum number of concurrent connections to connect to any of the HTTP servers.

http.proxy-auto-config-file

Default Value: No default value

Valid Values: Any valid URL

Changes Take Effect: Immediately

Specifies the proxy auto-config (PAC) file location. For example:

- file:///C:/GMS/proxy.pac for a local file
- http://127.0.0.1:8082/deploy/proxy.pac

http.proxy-cache-size

Default Value: 32

Valid Values: Any integer

Changes Take Effect: Immediately

Size of the cache that stores URLs that were already processed. If the requested URL is in the cache, GMS will not process the PAC file.

http.proxy-ttl

Default Value: 5
Valid Values: Any integer
Changes Take Effect: Immediately

Specifies the interval to refresh PAC content.

http.socket_timeout

Default Value: 10
Valid Values: Any positive integer
Changes Take Effect: Immediately

Socket timeout (in seconds) for reading data over established http connection from gms to other servers(ORS, httpcb and cluster resource service). Default is set pretty low, so should be on the fast network.

http.ssl_trust_all

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

Enables GMS internode communication.

http.use_lax_redirect_strategy

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

Instructs GMS to use the Lax Redirect Strategy implementation that automatically redirects all HEAD, GET, and POST requests. This strategy relaxes restrictions on automatic redirection of POST methods imposed by the HTTP specification.

lab Section

- [disable-additional-columns-from-callbacks](#)
- [disable-bulk-cancel-and-export-callback](#)
- [enable-bulk-cancel-and-export-callback](#)

disable-additional-columns-from-callbacks

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

If true, disables the display of additional callback columns that provide custom parameter values.

Starting in 8.5.114.09, this option was moved to the **features** section.

disable-bulk-cancel-and-export-callback

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.111.04
Discontinued: 8.5.114.07

If true, disables the bulk export of cancelled Callback records in the Callback UI.

Starting in 8.5.114.09, this option was moved to the **features** section.

enable-bulk-cancel-and-export-callback

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.110.07
Discontinued: 8.5.111.04

Enables the bulk export of cancelled Callback records in the Callback UI.

In 8.5.111.04, this option was renamed `disable-bulk-cancel-and-export-callback`.

log Section

- all
- buffering
- CallbackService
- ChatService
- ClusterService
- consistency-errors-suppress
- CoreService
- DataDepotService
- debug
- DistributedJobExecutor
- DistributedJobQueue
- expire
- NotificationService
- OrsService
- segment
- ServicesService
- SharedService
- standard
- StatisticService
- StorageService
- SubscriptionService
- trace
- UrsService
- verbose

all

Default Value:

Valid Values:

- **stdout** Log events are sent to the Standard output (stdout).
- **stderr** Log events are sent to the Standard error output (stderr).
- **network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.
Changes Take Effect: Immediately.
 Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured.

buffering

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately.

True to turn operating system file buffering on. This option applies only to stderr and stdout output. Setting this option to true increases output performance. Note: When you enable buffering, messages may appear at the console with delay.

CallbackService

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

Enables log for Callback Service.

ChatService

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

Enables log for Chat Service.

ClusterService

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

Enables log for Cluster Service.

consistency-errors-suppress

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

Disables consistency level message errors when down to 1.

CoreService

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

Enables log for options at startup.

DataDepotService

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

Enables log for DataDepot Service.

debug

Default Value: stdout

Valid Values:

- **stdout** Log events are sent to the Standard output (stdout).
- **stderr** Log events are sent to the Standard error output (stderr).
- **network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.
Changes Take Effect: Immediately.
Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace, and Debug levels). The log output types must be separated by a comma when more than one output is configured.

DistributedJobExecutor

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for job engine executor.

DistributedJobQueue

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for job engine queue.

expire

Default Value: 20

Valid Values:

- **false** No expiration; all generated segments are stored.
- **[number] file or [number]** Sets the maximum number of log files to store. Specify a number from 1-100.
- **[number] day** Sets the maximum number of days before log files are deleted. Specify a number from

1-100.

Changes Take Effect: Immediately.

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed.

NotificationService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for Notification Service.

OrsService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for ORS Service.

segment

Default Value: 10000

Valid Values:

- **false** No segmentation is allowed.
- **[number] KB or [number]** Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- **[number] MB** Sets the maximum segment size, in megabytes.
- **[number] hr** Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: Immediately.

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created.

ServicesService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for Services.

SharedService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for Shared Service.

standard

Default Value: stdout

Valid Values:

- **stdout** Log events are sent to the Standard output (stdout).
- **stderr** Log events are sent to the Standard error output (stderr).
- **network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately.

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured.

StatisticService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for statistics.

StorageService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for Storage Service.

SubscriptionService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for Subscription Service.

trace

Default Value: stdout

Valid Values:

- **stdout** Log events are sent to the Standard output (stdout).
- **stderr** Log events are sent to the Standard error output (stderr).
- **network** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.
Changes Take Effect: Immediately.
Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured.

UrsService

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables log for URS Service.

verbose

Default Value: standard

Valid Values:

- **all** All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated.
- **debug** The same as all.
- **trace** Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.
- **interaction** Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.
- **standard** Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated.
- **none** No output is produced.
Changes Take Effect: Immediately.
Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest-priority level, are Standard, Interaction, Trace, and Debug.

notification Section

- `unsubscribe-delay`

unsubscribe-delay

Default Value: 0

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Time in seconds to wait for deleting notification subscriptions. In scenarios where the publish notification and the delete subscription requests are received concurrently, the subscription may be deleted before the notification gets published. If you set this option to a value greater than 0, you will force GMS to wait for the specified duration before deleting the subscription and this will allow the pending push notifications to be sent out.

openmedia or openmedia.<service-name> Section

These openmedia options enable you to configure the openmedia media used by the Digital Channel APIs. See [Configuring Digital Channels](#) for further details.

- [allow_overwrite](#)
- [interaction_subtype](#)
- [media_type](#)
- [endpoint](#)
- [interaction_type](#)

allow_overwrite

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.110.07

If true, enables Open Media API queries to overwrite the default Interaction Type, Subtype, and Media Type set in the Open Media service configuration. If you do not configure the options `interaction_type`, `interaction_subtype`, and `media_type`, you must set `allow_overwrite` to true and provide the Interaction Type, Subtype, and Media Type in your REST queries.

endpoint

Default Value: Environment:Default

Valid Values: <TenantName>:<InboundQueueName>

Changes Take Effect: Immediately

Introduced: 8.5.110.07

Any string that combines a valid Tenant Name and a valid Interaction Queue name, separated by a colon: <TenantName>:<InboundQueueName>

TenantName should match one of the Tenants assigned to the Interaction Server application.

interaction_subtype

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

Interaction Subtype to assign to the interactions created by this service, for example, InboundNew. The Interaction Type must match one of the values listed in the **Business Attributes > Interaction Subtype** section of your configuration.

interaction_type

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

Interaction Type to assign to the interactions created by this service, for example, Inbound. The Interaction Type must match one of the values listed in the **Business Attributes > Interaction Type** section of your configuration.

media_type

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

Media Type to assign to the interactions created by this service, for example, workitem. The Media Type must match one of the values listed in the **Business Attributes > Media Type** section of your configuration.

ors Section

- `_ors_lb_strategy`
- `enable_ors_loadbalancer`
- `healthcheck-ping-interval`
- `healthcheck-ping-url`
- `max_ors_idle_connection_time`
- `max_ors_request_attempts`
- `ors_loadbalancer_refresh_rate`

`_ors_lb_strategy`

Default Value: circular
Valid Values: circular, linear
Changes Take Effect: After restart

Added in: 8.5.107

Strategy for ORS added to the **Connections** tab of the GMS application.

`enable_ors_loadbalancer`

Default Value: true since 8.5.107; false previously
Valid Values: true, false
Changes Take Effect: After restart

Enables GMS to send request to the /heartbeat URI of ORS to check availability.

`healthcheck-ping-interval`

Default Value: 45000
Valid Values: Integer \geq 30000
Changes Take Effect: After restart
Introduced: 8.5.219.03

Ping interval of the ORS Load balancer in milliseconds. This option value must be greater than or equal to 30,000 (30 seconds). By default, all ORS URL values are checked every 45 seconds.

healthcheck-ping-url

Default Value: /heartbeat
Valid Values: String
Changes Take Effect: After restart
Introduced: 8.5.219.03

Ping URL of the ORS Load balancer.

max_ors_idle_connection_time

Default Value: 3600
Valid Values: Any integer
Changes Take Effect: After restart

Added in: 8.5.107

Maximum idle time (seconds) for an ORS connection before this connection will be deleted from the load-balancer cache.

max_ors_request_attempts

Default Value: 3
Valid Values: Any integer > 0
Changes Take Effect: Immediately
Introduced: 8.5.112.05

Maximum number of attempts for an ORS request. If `max_ors_request_attempts = 2`, GMS uses the first ORS URL found in the list of connected ORS (in circular or linear mode) and tries to send the request to ORS. If the first request fails, GMS uses the second URL (if available) and tries again; if it fails a second time, the maximum number of attempts is reached and GMS returns an error: ORS request failed: cannot connect to ORS.

ors_loadbalancer_refresh_rate

Default Value: 45000
Valid Values: Integer >= 30000
Changes Take Effect: After restart
Discontinued: 8.5.219.03

Refresh rate of the ORS Load balancer in milliseconds. This option value must be greater than or equal to 30,000 (30 seconds). By default, all ORS URL values are checked every 45 seconds.

profiler Section

This section defines the collection and storage of operational metrics related to Context Services and Callback.

- [enable](#)
- [logged-classes](#)
- [stored-classes](#)

enable

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.112.05

Enables logging of profiled values and/or storage in Cassandra.

logged-classes

Default Value: Empty string

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.112.05

Comma-separated list of classes that should print profiling information in the log. For example: "ServicesController,TasksController"

The list of supported classes is the following:

- AdminController
- CallbackController
- ServiceController
- ServicesCompositeController
- ServicesController
- StatesController
- StorageController

- TasksController

stored-classes

Default Value: Empty string

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.112.05

Comma-separated list of classes that must store profiling information in the database. For example: "AdminController,TasksController"

The list of supported classes is the following:

- AdminController
- CallbackController
- ServiceController
- ServicesCompositeController
- ServicesController
- StatesController
- StorageController
- TasksController

push Section

The push configuration includes three logical groups of options: general configuration, push provider configuration, and OS-specific message formatting. For more information about providers and OS-specific message formatting, refer to [Genesys Mobile Services Push Notification Service](#).

If some mandatory options are absent from the push section, the corresponding push type is disabled even if you enabled it using the `push.pushEnabled` option; as a result, a log entry will be created.

Important

For security reasons, if you wish to hide some private keys that are specific to the notification mechanism, you can define **sensitive** options in a dedicated section.

- `android.collapseKey`
- `android.delayWhileIdle`
- `android.gcm.apiKey`
- `android.gcm.retryNumber`
- `android.senderAccountType`
- `android.senderEmail`
- `android.senderPassword`
- `android.source`
- `android.ssl_trust_all`
- `android.unavailability_retry_timeout`
- `apple.alert`
- `apple.alertMessage.action-loc-key`
- `apple.alertMessage.body`
- `apple.alertMessage.launch-image`
- `apple.alertMessage.loc-argnames`
- `apple.alertMessage.loc-key`
- `apple.badge`
- `apple.content-available`
- `apple.keystore`
- `apple.keystorePassword`
- `apple.sound`
- `apple.title`
- `apple.topicName`
- `customhttp.url`
- `debug.apple.keystore`
- `debug.apple.keystorePassword`
- `debug.fcm.apiKey`
- `defaultSubscriptionExpiration`
- `fcm.apiKey`
- `fcm.body`
- `fcm.title`
- `filtering_chat_events`
- `httpcb.connection_max_connections_per_ro`
- `httpcb.connection_timeout`
- `httpcb.max_connections_total`
- `localizationFileLocation`
- `pushEnabled`
- `wns.clientSecret`
- `wns.notificationType`
- `wns.sid`
- `wns.xmlTemplate`

android.collapseKey

Default Value:

Valid Values: not empty

Changes Take Effect: After restart.

Discontinued: 8.5.114.09

An arbitrary string that is used to collapse a group of like messages when the device is offline, so that only the last message gets sent to the client. This is intended to avoid sending too many messages to the phone when it comes back online. Note that since there is no guarantee of the order in which messages get sent, the "last" message may not actually be the last message sent by the application server

android.delayWhileIdle

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart.

Discontinued: 8.5.114.09

If included and true, indicates that the message should not be sent immediately if the device is idle. The server will wait for the device to become active (only 1 last message will be delivered to device when it becomes active). Default (if not specified) - false;

android.gcm.apiKey

Default Value:

Valid Values: Valid Google api Key. See Google GCM description.

Changes Take Effect: After restart.

Discontinued: 8.5.114.09

Valid Google API Key. See Google CDM description. Please see <https://developers.google.com/cloud-messaging/gcm>

android.gcm.retryNumber

Default Value: 2

Valid Values: Any integer

Changes Take Effect: After restart.

Discontinued: 8.5.114.09

Retry attempts (in case the GCM servers are unavailable).

android.senderAccountType

Default Value:

Valid Values: not null, may be empty

Changes Take Effect: After restart.
Discontinued: 8.5.114.09

Specified when initializing c2dm push service

android.senderEmail

Default Value: @gmail.com
Valid Values: valid mail (sender account registered in Google service)
Changes Take Effect: After restart.
Discontinued: 8.5.114.09

Valid name of mail account. The notifications will be sent from behalf of this account. After signing up for C2DM, the sender account will be assigned the default quota, which currently corresponds to approximately 200,000 messages per day.

android.senderPassword

Default Value:
Valid Values: valid password of registered account
Changes Take Effect: After restart.
Discontinued: 8.5.114.09

Password of account

android.source

Default Value:
Valid Values: not empty
Changes Take Effect: After restart.
Discontinued: 8.5.114.09

Specifying when sending push notification service

android.ssl_trust_all

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart.
Discontinued: 8.5.114.09

If included and true, indicates that any SSL certificate provided during establishing https connection to <https://www.google.com/accounts/ClientLogin> and <https://android.apis.google.com/c2dm/send> addresses are considered valid, regardless of their presence in keystore/truststore used by environment. Default value - false. Please note that setting this option to true is highly unadvised. The most correct way is to configure the security system to permit the actually received certificates.

android.unavailability_retry_timeout

Default Value: 120

Valid Values: Any positive integer

Changes Take Effect: After restart.

Discontinued: 8.5.114.09

This parameter specifies the default timeout (in seconds) to wait before Google C2DM service can be accessed again if the request returned the 503 code (Service unavailable). Please note, that this value is ignored if the 503 response from Google contains valid Retry-After header. Default value for this parameter is 120 (used if value not set or incorrect).

apple.alert

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Enables an iOS standard alert and defines the text of this alert with two buttons: **Close** and **View**. If the user taps **View**, the application is launched. If this option is null, the **alert** property will not be added to the notification.

apple.alertMessage.action-loc-key

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

If set (not null), is used as an *action-loc-key* entry in the alert dictionary (iOS-specific).

apple.alertMessage.body

Default Value:

Valid Values: any String, may be null(=absence of option)

Changes Take Effect: After restart.

If set, defines a body entry in the alert dictionary (iOS-specific).

apple.alertMessage.launch-image

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

If set, is used as the *badge* entry in the *aps* dictionary (iOS-specific).

apple.alertMessage.loc-argnames

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

If set (not null), used as a *loc-args* entry in the alert dictionary (iOS-specific).

apple.alertMessage.loc-key

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

If set (not null), used as *loc-key* entry in the alert dictionary (iOS-specific).

apple.badge

Default Value: 0

Valid Values: any, may be null (=not set)

Changes Take Effect: After restart.

If set, number used as *badge* entry in the *aps* dictionary (iOS-specific). If this property is absent, any badge number currently shown is removed. If not set, the *badge* entry will not be part of the push notification.

apple.content-available

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

Set this key with a value of 1 to indicate that new content is available and let the remote notification act as a silent notification. This is used to support Newsstand apps and background content downloads. Newsstand apps are guaranteed to be able to receive at least one push with this key per 24-hour window.

When a silent notification arrives, iOS wakes up your app in the background so that you can get new data from your server or do background information processing. Users aren't told about the new or changed information that results from a silent notification, but they can find out about it the next time they open your app.

apple.keystore

Default Value:**Valid Values:** Valid file path**Changes Take Effect:** After restart.

keystore location (path to file) for iOS push notifications

apple.keystorePassword

Default Value:**Valid Values:** Not null (but may be empty string)**Changes Take Effect:** After restart.

Password to access keystore. If the password is incorrect, the attempts to push messages will fail with the corresponding log entries.

apple.sound

Default Value:**Valid Values:** any String, may be null(=absence of option)**Changes Take Effect:** After restart.

If set, used as *sound* entry in the *aps* dictionary (iOS-specific). Use the name of a sound file in the application bundle. The sound in this file is played as an alert. If the sound file doesn't exist or you set this value to **default**, the default alert sound is played. If not set, the corresponding entity will not be added to the notification.

apple.title

Default Value: Empty string**Valid Values:** String**Changes Take Effect:** After restart.

Apple Notification title. If not specified, GMS sends a blank title.

apple.topicName

Default Value: No default value**Valid Values:** Any string**Changes Take Effect:** After restart

Introduced: 8.5.228.02

Topic name also referred to as the bundle ID, that identifies your apple app and receives the notifications. If the topic name is incorrect or not set, GMS does not send the notifications.

customhttp.url

Default Value:

Valid Values: Any valid URL

Changes Take Effect: After restart

Mandatory URL where the notifications will be pushed. The subscriber must provide a URL that will be invoked. GMS posts the payload to this URL (using HTTP POST). The Payload is a JSON object that contains two properties: the deviceId, which is the custom id provided at subscription time by the subscriber, and the message, which is the notification message.

This option describes the provider configuration used for accessing the target (APPLE APNS service, HTTP address).

You can use the HTTPS scheme without adding the server certificate if you configure the [http.ssl_trust_all](#) option to true in the [gms] section.

If you do not use the **http.ssl_trust_all** option, add the server certificate to the java cacerts.

For example, in a Linux platform:

```
keytool -import -alias genesys -keystore /etc/pki/java/cacerts -file /security/  
custom_https_server_certificate.crt -noprompt -storepass changeit
```

debug.apple.keystore

Default Value: No default value

Valid Values: Valid file path

Changes Take Effect: After restart

Keystore location (filepath) for iOS push notifications. This option applies to notifications whose debug value is set to true.

debug.apple.keystorePassword

Default Value: No default value

Valid Values: Not null or empty string

Changes Take Effect: After restart

Password to access keystore. If the password is incorrect, the attempts to push messages will fail with the corresponding log entries. This option applies to notifications whose debug value is set to true.

debug.fcm.apiKey

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart
Introduced: 8.5.114.09

Valid Firebase Cloud Messaging API key to use if debug=true.

defaultSubscriptionExpiration

Default Value:
Valid Values: Any integer (>=30)
Changes Take Effect: After restart

Default subscription expiration (in seconds). If the option is not set or if you assign an incorrect value, the default value (30) will be used.

fcm.apiKey

Default Value: No default value
Valid Values: String
Changes Take Effect: After restart
Introduced: 8.5.112.05

Valid Firebase Cloud Messaging API key. Refer to the [official documentation](#) for further details.

fcm.body

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart
Introduced: 8.5.114.09

Firebase Cloud Messaging body message for an event defined at the provider level.

The following example shows how to configure two chat services for Bank's Saving Account and use localized messages in English and Russian:

```
[chat.savings-english]
endpoint = Environment:SavingsEnglish

[chat.savings-russian]
endpoint = Environment:SavingsRussian

[push.provider.bankoperations]
pushEnabled=ios,fcm
fcm.apiKey=****
apple.keystore=/var/genesys/gms/appleKeystore.p12
```

```
apple.keystorePassword=****
```

```
[push.provider.bankoperations.event]  
fcm.body="Please open app for more details"
```

```
[push.provider.bankoperations.event.chat.savings-english.ParticipantJoined]  
fcm.title="Agent has joined an waiting"
```

```
[push.provider.bankoperations.event.chat.savings-english.Message]  
fcm.title="You got new message from us"  
fcm.body="Please answer us soon!"
```

```
[push.provider.bankoperations.event.chat.savings-russian.ParticipantJoined]  
fcm.title="Агент присоединился и ждет"  
fcm.body="Ответьте нам поскорее"
```

```
[push.provider.bankoperations.event.chat.savings-russian.Message]  
fcm.title="У Вас новое сообщение!"  
fcm.body="Ответьте нам поскорее"
```

fcm.title

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Introduced: 8.5.114.09

Firestore Cloud Messaging title for an event defined at the provider level.

The following example shows how to configure two chat services for Bank's Saving Account and use localized messages in English and Russian:

```
[chat.savings-english]  
endpoint = Environment:SavingsEnglish
```

```
[chat.savings-russian]  
endpoint = Environment:SavingsRussian
```

```
[push.provider.bankoperations]  
pushEnabled=ios,fcm  
fcm.apiKey=****  
apple.keystore=/var/genesys/gms/appleKeystore.p12  
apple.keystorePassword=****
```

```
[push.provider.bankoperations.event]  
fcm.body="Please open app for more details"
```

```
[push.provider.bankoperations.event.chat.savings-english.ParticipantJoined]  
fcm.title="Agent has joined an waiting"
```

```
[push.provider.bankoperations.event.chat.savings-english.Message]  
fcm.title="You got new message from us"  
fcm.body="Please answer us soon!"
```

```
[push.provider.bankoperations.event.chat.savings-russian.ParticipantJoined]  
fcm.title="Агент присоединился и ждет"  
fcm.body="Ответьте нам поскорее"
```

```
[push.provider.bankoperations.event.chat.savings-russian.Message]
fcm.title="У Вас новое сообщение!"
fcm.body="Ответьте нам поскорее"
```

filtering_chat_events

Default Value: Notice.TypingStarted,Notice.TypingStopped

Valid Values:

Changes Take Effect: After restart

Comma-separated list of the following events:

- Notice.TypingStarted
- Notice.TypingStopped
- Notice.Joined
- Notice.Left
- Notice.PushUrl
- Notice.Custom
- Message.Text

A comma-delimited list that sets the default value for the `_filtering_chat_events` service parameter. By default, this list is set to "Notice.TypingStarted,Notice.TypingStopped".

httpcb.connection_max_connections_per_route

Default Value: 20

Valid Values: Any integer ≥ 2

Changes Take Effect: After restart.

The maximum allowed number of simultaneously opened connections for one route. Default value (used if option not set or incorrect) 20.

httpcb.connection_timeout

Default Value: 5

Valid Values: Any positive integer

Changes Take Effect: After restart.

The http connection timeout in seconds. Default value is 5

httpcb.max_connections_total

Default Value: 200

Valid Values: Any integer ≥ 5

Changes Take Effect: After restart.

The maximum allowed total number of simultaneously opened connections. Default value (used if option not set or incorrect) 200

localizationFileLocation

Default Value:

Valid Values:

Changes Take Effect: After restart.

Location of the file containing the list of localized messages.

pushEnabled

Default Value: comet

Valid Values: android, gcm, ios, httpcb, orscb, customhttp, fcm,comet

Changes Take Effect: After restart.

Modified: 8.5.113.10, 8.5.112.05

A comma-delimited list of strings that describe the enabled push types. Currently, the following push types are supported:

- **android**
- **gcm**
- **ios**
- **httpcb**
- **orscb**
- **customhttp**
- **fc**m (starting in 8.5.112.05)
- **comet** (starting in 8.5.103.10)

Any other push type will be ignored. If an option value is not set, then it will be handled as empty string option value (that is, push will be disabled for all supported types and the push service will not work).

Note: Starting in 8.5.103.10, this option requires the default value (**comet**) even if you do not enable push notifications. If you enable push notifications, use one of the above valid values.

wns.clientSecret

Default Value:

Valid Values:

Changes Take Effect: After restart

The secret key associated to the application. See [Microsoft Official documentation](#).

wns.notificationType

Default Value:

Valid Values:

Changes Take Effect: After restart

Type of notification that GMS will send to the Windows application. This value must match the X-WNS-Type header. For example, you can specify a toast notification by setting this option to wns/toast.

wns.sid

Default Value:

Valid Values:

Changes Take Effect:

Unique identifier for your Windows Store app. See [Microsoft Official documentation](#).

wns.xmlTemplate

Default Value:

Valid Values:

Changes Take Effect: After restart

XML string that defines the notification. For example, to set up a toast notification, you can set this option to:

```
<toast><visual><binding template="ToastText01"><text id="1">bodyText</text></binding></visual></toast>
```


pulse Section

- **enabled**
- **password**
- **servers**
- **user**
- **version**

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If true, enables the Pulse feature in Context Services.

password

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

Password of the user who has pulse authorizations.

servers

Default Value:

Valid Values: String

Changes Take Effect: Immediately

A list of one or more URLs separated by semicolons which point to Pulse applications for the Value; for instance: `http://gax1dev:8283/gax;http://gax2dev:8283/gax`.

user

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

Name of a user who has pulse authorizations.

version

Default Value: 2

Valid Values: 1 or 2

Changes Take Effect: Immediately

Introduced: 8.5.103

Modified: 8.5.110.07

Enables version 2 of Pulse Dashboards starting in 8.5.103.

Starting in 8.5.110, 2 is the default value for this option.

reporting Section

- `_urs_url`
- `enable_urs_loadbalancer`
- `max_urs_idle_connection_time`
- `max_urs_request_attempts`
- `startup-statistics`
- `urs_heatbeat_url`
- `urs_loadbalancer_refresh_rate`

`_urs_url`

Default Value:

Valid Values:

Changes Take Effect: Immediately

URS URL or comma-separated list of URS URLs if the `enable_urs_loadbalancer` option is `true`. For example: `http://host#1:7311,http://host#2:7311,http://host#3:7311`
GMS uses this list to query URS statistics.

`enable_urs_loadbalancer`

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Set to `true` to enable multiple URS URLs in the `_urs_url` option.

`max_urs_idle_connection_time`

Default Value: `3600`

Valid Values: Any integer

Changes Take Effect: Immediately

Maximum idle time in seconds of an URS URL before GMS removes it from the list of available URLs.

max_urs_request_attempts

Default Value: 3

Valid Values: Any integer

Changes Take Effect: Immediately

Maximum number of attempts to submit requests to URS.

startup-statistics

Default Value:

Valid Values:

Changes Take Effect: Immediately

Comma-separated list of suffixes from the *stat.<statname>* section. This option lists one or more Stat Server statistics to be opened at Genesys Mobile Services startup.

urs_heatbeat_url

Default Value: /urs/console?x

Valid Values: String

Changes Take Effect: Immediately

Path to add to the URS URL in order to check the healthiness of the underlying URS.

urs_loadbalancer_refresh_rate

Default Value: 45000

Valid Values: Integer \geq 30000

Changes Take Effect: Immediately

URS load balancer refresh rate (in milliseconds). This option value must be greater than 30000 (30 seconds) to check all the URS URLs' status using the **urs_heatbeat_url** path. By default, GMS will check every 45 seconds.

resources Section

- [patterns_list_name](#)
- [resources_list_name](#)
- [user_control](#)

patterns_list_name

Default Value: GMS_Patterns

Valid Values: Valid CME name for List object

Changes Take Effect: Immediately upon notification.

Name of the configuration object (with type List), which holds the configuration of patterns and pattern groups. For further details, see [Creating and configuring a pattern list](#).

resources_list_name

Default Value: GMS_Resources

Valid Values: Valid CME name for List object

Changes Take Effect: Immediately upon notification.

Name of the configuration object (with type List), which holds the configuration of resources and resource groups. For further details, see [Creating and configuring a resource list](#).

user_control

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

This option enables GMS to control resource access based on the gms_user header passed in the GMS request. This option is dynamic.

server Section

- `_ors`
- `_ors_lb_strategy`
- `access_code_prefix`
- `allow-file-control`
- `allowed-mime-types`
- `app_name`
- `config-fast-loading`
- `dateFormat`
- `external_url_base`
- `gsgadmin_redirect`
- `max-file-upload`
- `max-sessions`
- `node_id`
- `password`
- `realm`
- `relative_url`
- `username`
- `web_host`
- `web_port`
- `web_scheme`

`_ors`

Default Value:

Valid Values:

Changes Take Effect: Immediately

Comma-separated list of ORS URLs.

`http://host1:port1,http://host2:port2`

This list will be used for all services sections and can be overridden in each service.

`_ors_lb_strategy`

Default Value: circular

Valid Values: circular, linear

Changes Take Effect: Immediately

Strategy for the ORS load balancer in the server section and service sections; this value can be overridden in each service. Supported values are: circular or linear.

`access_code_prefix`

Default Value:

Valid Values: Any integer
Changes Take Effect: Immediately

This value is a range of `access_code`; the value must be unique for each GMS node across the cluster. GMS will randomly choose within this range the `access_code_prefix` that it will associate as the prefix for `access_code`. If the option is not present, GMS will use the `nodeId` value instead. An example range is 455,456-458 where the prefix can be 455, 456, 457, or 458.

allow-file-control

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

True to enable the file upload control for the GMS Storage. Configure the list of supported mime files in the `allowed-mime-types` option. For additional details, refer to the [GMS Storage API](#).

allowed-mime-types

Default Value: Empty
Valid Values: String
Changes Take Effect: Immediately

Comma-separated list of mime types that GMS allows for storage. Refer to [IANA Media Type Reference](#) for a detailed list of possible mime types.

app_name

Default Value:
Valid Values: Any valid URL
Changes Take Effect: Immediately

Web application "context" path.

config-fast-loading

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart
Introduced: 8.5.209.00
Modified: 8.5.220.00

If true, GMS loads only mandatory configuration objects at startup and discards further heavy loading operations to improve performances. If false, GMS loads in cache additional configuration objects

retrieved from the Configuration Server; for example, RoutePoint or Agent. Some of these objects are used by the GMS Admin UI panels, but the amount of these objects can overload GMS on update service requests.

dateFormat

Default Value:

Valid Values:

Changes Take Effect: Immediately

The string used to format dates. The string syntax should match the expectations of the java class `java.text.SimpleDateFormat`. See [Simple Date Format](#) for details.

external_url_base

Default Value:

Valid Values: Valid host name.

Changes Take Effect: Immediately

Specifies the external url used by the Storage Service to allow the retrieval of a binary attachment. This is useful in the case of a Load Balancer deployment. The valid value is `http://<web_host>:<web_port>/`, where `web_host` is used by the cluster service to identify a node; and where `web_port` is used by the cluster service to identify a node. The `web_port` value must be the same as the GMS port described in the jetty configuration file, otherwise an alarm will be displayed in Solution Control Interface (SCI) and GMS will stop.

gsgadmin_redirect

Default Value: default

Valid Values:

Changes Take Effect: Immediately

Configures the host and port to use in the redirection message that is sent by GSG Admin upon logout process. In a load balancing deployment, you should set up this option to make sure that GMS redirects to the Load Balancer address instead of the local GMS.

The possible values for this option are the following:

- `default`—Redirects to the local GMS instance (default behavior).
- `external_url_base`—Uses the value of `external_url_base` for the redirection.
- `<host>:<port>`—Specifies another URL to use for the redirection.

Limitation: Internet Explorer may not correctly depict the port redirection set in `external_url_base`.

max-file-upload

Default Value: 5000000
Valid Values: Long (bytes)
Changes Take Effect: Immediately

Allowed maximum size before uploads are refused.

- -1 indicates no limit

max-sessions

Default Value: 9999
Valid Values: Any integer
Changes Take Effect: Immediately

Maximum number of concurrent sessions for the Service Management UI.

node_id

Default Value: 1
Valid Values:
Changes Take Effect:

Specifies a two digit number that should be unique in the GMS deployment. It is used in the generation of DTMF access tokens.

password

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

Defines a global password for all services. With this option, Basic Authentication is turned on for all services. See [Basic Authentication](#) for further details.

realm

Default Value: Genesys Application Configuration Needed.
Valid Values: Any string
Changes Take Effect: Immediately

Defines the authentication scheme. See [Basic Authentication](#) for further details.

relative_url

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If true, URLs returned in GMS responses are relative; otherwise, these URLs are absolute.

username

Default Value: No default value

Valid Values: Any string

Changes Take Effect: Immediately

Defines a global username for all services. See [Basic Authentication](#) for further details.

Note: Without the password option, no authentication is effective.

web_host

Default Value: Result of `InetAddress.getLocalHost()`

Valid Values: Valid host name

Changes Take Effect: Immediately

The default `InetAddress.getLocalHost()` value will be used in the most cases. Change this configuration value if you have issues obtaining the local name when your environment has multiple network interfaces. In this scenario, to ensure GMS internode communication, set this option's value to the IP Address used by the Jetty interface (which is not configurable).

This option is required for internode communication.

web_port

Default Value: 80

Valid Values: Valid TCP port; for HTTPS internode communication, 8443 or check either your jetty configuration or restriction port

Changes Take Effect: Immediately

Sets a port different from the port that GMS uses. Note: GMS uses port 8080, which can be changed in the `jetty-http.xml` file. This option can be used in the case of proxy role of the customer to forward requests.

At startup, GMS checks that a GMS is available on the port specified by `web_port`. If a GMS is not available, the `web_port` option alarm (EventId 2002) is thrown.

Required to ensure the GMS internode communication.

web_scheme

Default Value: http

Valid Values:

Changes Take Effect: Immediately

Scheme of the internal URL to `https` if GMS jetty is configured to support only SSL/TLS for one node or for a cluster of nodes.

Optional, required for GMS internode communication.

stat.<statname> Section

- filter
- metric
- notificationMode
- objectId
- objectType
- tenant
- tenantPassword

filter

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

The business attribute value to use to filter the results.

metric

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

The name of the metric, for example, **TotalLoginTime**. This option defines a Stat Server statistic that can be opened at startup by listing it in the [reporting] startup-statistics configuration option.

notificationMode

Default Value: No default value
Valid Values: NoNotification, Reset, or Immediate
Changes Take Effect: After restart

Notification mode. Mandatory.

objectId

Default Value: No default value

Valid Values: Any string
Changes Take Effect: After restart

Statistic object ID.

objectType

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

Statistic object type; for example, **Agent**.

tenant

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

Tenant name; for example, **Environment**.

tenantPassword

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

Tenant password.

urs Section

- `_urs_lb_strategy`

`_urs_lb_strategy`

Default Value: linear

Valid Values: linear, circular

Changes Take Effect: After restart

Introduced: 8.5.107.15

Strategy for URS added to the Connections tab of the GMS application.

Basic GMS Service Options

You can use Basic GMS services by adding a `service.servicename` section to your GMS configuration or by adding a new service in the [Service Management UI](#), and then setting the appropriate options within. This page lists the options to use to fine-tune your basic services.

Important

Overwriting service configuration in queries is not possible for Basic GMS Services. If you pass one of the service parameters in a Create API query for a customized version of the service, the configuration option value will supersede the value passed in the query (that is, the passed value will be ignored).

Options for this component are contained in the following configuration sections:

- [capacity](#)
- [get](#)
- [match-interaction](#)
- [no category](#)
- [office-hours](#)
- [request-access](#)
- [request-chat](#)
- [request-interaction](#)
- [urs-stat](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
capacity	_capacity	Click to edit	Immediately
capacity	_capacity_add	Click to edit	Immediately
capacity	_max_capacity	1000	Immediately
capacity	_timezone	UTC	Immediately
get	_offline_code	503	Immediately
get	_online_code	200	Immediately
match-interaction	_access_code	No default value	Immediately
match-interaction	_access_number	No default value	Immediately
match-interaction	_phone_number	No default value	Immediately
no category	_agent_timeout_notification_message		Immediately
no category	_booking_expiration_timeout		Immediately
no category	_chat_400_response_on_disconnect	false	Immediately
no category	_client_timeout_notification	90	Immediately
no category	_client_timeout_notification_message		Immediately
no category	_filtering_chat_events	No default value	Immediately
no category	_mandatory_customer_lookup	customer_number	Immediately
no category	_return_pool_health		Immediately
no category	_service		Immediately
no category	_service_type		Immediately
no category	_type		Immediately
office-hours	_bh_add<n>	No default value	Immediately
office-hours	_bh_regular<n>		Immediately
office-hours	_effective_dates<n>		
office-hours	_holiday<n>		Immediately
office-hours	_include_rule<n>		Immediately
office-hours	_include_schedule<n>		Immediately
office-hours	_timezone	UTC	Immediately
office-hours	_use_alternative<n>		Immediately
request-access	_access_code_length	6	Immediately
request-access	_id	No default value	Immediately
request-access	_phone_number	DNIS	Immediately
request-access	_provide_code	false	Immediately
request-access	_resource_group	DNIS	Immediately
request-chat	_chat_endpoint	gms_builtin	Immediately
request-chat	_ttl	3600	Immediately
request-chat	_type	builtin	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
request-interaction	<code>_phone_number</code>	No default value	Immediately
request-interaction	<code>_provide_code</code>	false	Immediately
request-interaction	<code>_resource_group</code>	DNIS	Immediately
request-interaction	<code>_ttl</code>	30	Immediately
urs-stat	<code>_caching_policy</code>	5	Immediately
urs-stat	<code>_urs_stat_url_parameters</code>	No default value	Immediately
urs-stat	<code>_urs_url</code>	No default value	Immediately
Section	Option	Default	Changes Take Effect

urs-stat Section

- `_caching_policy`
- `_urs_stat_url_parameters`
- `_urs_url`

`_caching_policy`

Default Value: 5

Valid Values: Integer

Changes Take Effect: Immediately

This option is mandatory.

URS Statistic caching policy in seconds.

`_urs_stat_url_parameters`

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Additional URS lvq input parameters (url-encoded format). For example:
name=<VQ_Name>&tenant=<Tenant_Name>&aqt=urs

`_urs_url`

Default Value: No default value

Valid Values: URL

Changes Take Effect: Immediately

This option is mandatory.

The URS URL formatted as follows: `http://<urshost>:<ursport>/urs/call/max/lvq`. This option can also point to the load balancer in front of the URS.

capacity Section

- `_capacity`
- `_max_capacity`
- `_capacity_add`
- `_timezone`

`_capacity`

Default Value: [Click to edit](#)

Valid Values: string

Changes Take Effect: Immediately

This option is mandatory.

Multiple properties that start with a prefix `_capacity_` and describe capacity allocation through the course of the week. The JSON structure specifies the day of the week, and capacity for hourly slots during that day. Days of the week are numbered as recommended by ISO-8601 from 1 (Monday) to 7 (Sunday).

```
_capacity_1 : {
  1 : { // Monday
    "0900" : 5,
    "1000" : 7,
    "1100" : 10,
    "1200" : 10 }
}
_capacity_2 : {
  2 : { // Tuesday
    "0900" : 3,
    "1000" : 5,
    "1100" : 7,
    "1200" : 7 }
}
```

`_capacity_add`

Default Value: [Click to edit](#)

Valid Values: JSON-formatted String

Changes Take Effect: Immediately

Multiple properties that start with the `_capacity_add_` prefix and describe the capacity exceptions for additional working days.

The format is similar to the format of `_capacity_*` properties but instead of a weekday, the full date for the extra day is used to prefix the capacity exception. This date is entered in the format of `yyyyMMdd` (year, month, day of the month).

```
_capacity_add_20160508 : {
  20160508 : { // May 8, 2016
    "0900" : 5,
    "1000" : 7,
    "1100" : 10 }
}
_capacity_add_20161111 : {
  20161111 : { // November 11, 2016
    "0900" : 3,
    "1000" : 5,
    "1100" : 7 }
}
```

`_max_capacity`

Default Value: 1000

Valid Values: integer

Changes Take Effect: Immediately

This option is mandatory.

Maximum capacity allowed per hourly slot. If a user tries to assign a capacity higher than the maximum capacity allowed, GMS throws the `com.genesyslab.gsg.services.capacity.CapacityException` error message.

`_timezone`

Default Value: UTC

Valid Values: string

Changes Take Effect: Immediately

This option is mandatory.

Timezone for your capacity service. For instance, if you configured "EST", or "PST" timezones with the CME, your parameters must use the timezones defined for Java such as "America/Toronto", or "Europe/Paris". See [here Wikipedia](#) to get the list of correct timezones.

match-interaction Section

- `_access_code`
- `_access_number`
- `_phone_number`

`_access_code`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

This option is mandatory.

Access code returned as a result of request-access. Note: Request parameter.

`_access_number`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

This option is mandatory.

Number that the customer called.
Note: Request parameter.

`_phone_number`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

Note: Request parameter.

Number of the mobile phone where the service request originated.

request-access Section

- `_access_code_length`
- `_id`
- `_phone_number`
- `_provide_code`
- `_resource_group`

`_access_code_length`

Default Value: 6

Valid Values: Integer

Changes Take Effect: Immediately

Length of the access code which can be allocated. Note: Request parameter.

`_id`

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Identifier of the service which the allocated access information should be associated with. Note: Request parameter.

`_phone_number`

Default Value: DNIS

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Phone number to associate with the reserved access information. Note: Request parameter.

`_provide_code`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to true, the service returns an access code which will add more security and reliability when trying to correlate the incoming call with the service.

Note: Request parameter.

`_resource_group`

Default Value: DNIS

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Resource group from which an available access number will be taken. Note: Request parameter.

request-chat Service Options

- `_chat_endpoint`
- `_ttl`
- `_type`

`_chat_endpoint`

Default Value: gms_builtin
Valid Values: String
Changes Take Effect: Immediately

The endpoint configured on the Chat Server that will be used to submit Chat interactions for this service.

`_ttl`

Default Value: 3600
Valid Values: Any positive integer
Changes Take Effect: Immediately

This option is mandatory.

Specifies the default time to live for the chat interaction in seconds.

`_type`

Default Value: builtin
Valid Values: string
Changes Take Effect: Immediately

Service Type.

Generic Options

These options can be used for several types of services that you can create in the Service Management UI. They are not sorted in specific categories. Check descriptions for details.

- `_agent_timeout_notification_message`
- `_client_timeout_notification`
- `_booking_expiration_timeout`
- `_chat_400_response_on_disconnected`
- `_filtering_chat_events`
- `_mandatory_customer_lookup_keys`
- `_return_pool_health`
- `_service_type`
- `_type`

`_agent_timeout_notification_message`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option specifies the message that will be sent to the agent in a chat session when the customer is not online but the session is still alive. CometD channel is not working and a new message arrives from Agent. For example, Customer is not online

`_booking_expiration_timeout`

Default Value:

Valid Values: 5-1800

Changes Take Effect: Immediately

This option is specific to the **service.request-interaction** and **service.request-access** services, and applies only to LOCAL and CLUSTER allocation strategies. Valid values: Lower limit is 5 seconds and upper limit is 1800 seconds (30 minutes).

This option allows you to set a different value per service for the booking expiration timeout. This value can also be passed through the request-access URI parameter. Note that the value passed through the request-access URI parameter will override the value in the service section.

`_chat_400_response_on_disconnected`

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

If you set this option to true and if the agent disconnected from the chat session, when returning to foreground and calling the chat refresh API, your chat application receives a 400 Error. If you set this option to false (default), your application receives 200 OK in this scenario.

`_client_timeout_notification`

Default Value: 90
Valid Values: Any positive integer
Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option specifies the time delay in seconds between a new agent message and sending the first push notification if the application is disconnected. To change its status to disconnected (for example to handle the [background state](#)), the application sends a Cometd `/meta/disconnect` message to GMS.

`_client_timeout_notification_message`

Default Value:
Valid Values: Any string
Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option specifies the message that will be sent to the customer as a notification on the device specified at subscription time. For example, New message from Agent.

This message will be sent when the customer chat session, which is still alive, is not running as an active application (CometD is not working) and the agent is sending a message. The subscription Id that is retrieved from the GMS subscription request must be set as a parameter of the invoked chat service (parameter key: 'subscriptionID') to be able to receive auto push chat notification.

`_filtering_chat_events`

Default Value: No default value
Valid Values: String
Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option lists the event types to exclude when pushing agent event notifications and is set by [push section](#), `filtering_chat_events`. See the `filtering_chat_events` option in the chat section for details.

`_mandatory_customer_lookup_keys`

Default Value: `_customer_number`

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

This option is specific to the Callback services. The value is a list of mandatory customer lookup keys that must be in the Callback schedule request. If a lookup key is missing the schedule request, it is rejected with an invalid option message and an HTTP Bad Request error code. By default, the value is `_customer_number`.

Example 1:

- `_customer_lookup_keys` is empty.
- `_mandatory_customer_lookup_keys` is empty.

Result: The default value for both options is `_customer_number`.

Example 2:

- `_customer_lookup_keys = "_customer_number,_email_address"`
- `_mandatory_customer_lookup_keys = "_customer_number"`

Result: The mandatory value in the request is `_customer_number`, however, you can also search by the `_email_address` value.

Note: `_customer_lookup_keys` (for lookup) is a superset of (\supseteq) `_mandatory_customer_lookup_keys`

`_return_pool_health`

Default Value:

Valid Values: `true`, `false`

Changes Take Effect: Immediately

This option is specific to the **service.request-interaction** and **service.request-access** services, and applies only to LOCAL and CLUSTER allocation strategies. This option allows you to return metrics about pool health used to allocate the resource.

`_service`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

- For Genesys Mobile Services-based services: The name of the matching service.
- For Orchestration Server-based services: The URL of the service's SCXML application.
- Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set `_service_type` to `callback`.

`_service_type`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Service type. Must be set to `callback` for callback services. In that case, you must have set `_service` to the URL of the service's SCXML callback application.

`_type`

Default Value:

Valid Values: `builtin`, `ors`

Changes Take Effect: Immediately

This option is mandatory.

- For Genesys Mobile Services-based services: `builtin`
- For Orchestration Server-based services: `ors`

Get Service Options

- `_offline_code`
- `_online_code`

`_offline_code`

Default Value: 503

Valid Values: HTTP code

Changes Take Effect: Immediately

HTTP code to return when GSM is OFFLINE.

`_online_code`

Default Value: 200

Valid Values: HTTP Code

Changes Take Effect: Immediately

HTTP code to return when GSM is ONLINE.

office-hours Options

- `_bh_add<n>`
- `_bh_regular<n>`
- `_effective_dates<n>`
- `_holiday<n>`
- `_include_rule<n>`
- `_include_schedule<n>`
- `_timezone`
- `_use_alternative<n>`

`_bh_add<n>`

Default Value: No default value

Valid Values: YYYY-MM-dd HH:mm-HH:mm or MM-dd HH:mm-HH:mm

Changes Take Effect: Immediately

Specifies a special date and time period when the office will be open.

Additional days can be specified by providing either full date (including the year) or only the month and the day. For example, 2014-11-30 10:00-14:00 or 11-30 10:00-14:00

If you do not specify the year, the event is considered as recurrent and will be repeated every year. The name of the parameter should be unique within this service (section of options). For instance, `_bh_add1`, `_bh_add2`, and so on.

`_bh_regular<n>`

Default Value:

Valid Values: DDD-DDD HH:mm-HH:mm

Changes Take Effect: Immediately

Days and hours of the week where regular office hours apply; for example, Mon-Fri 9:00-17:00. The range of days can overrun the end of the week, for example, you can specify Sat-Mon that includes 3 days: Saturday, Sunday, Monday. The hours are specified in 24-hour format. The range of hours can overrun the end of the day, for example 19:00-7:00 to model the shift that starts at 7 pm and ends at 7 am.

The parameter name should be unique within this service. For instance, `_bh_regular2`, `_bh_regular2`, and so on.

`_effective_dates<n>`

Default Value:**Valid Values:** YYYY-MM-dd
or YYYY-MM-dd to YYYY-MM-dd**Changes Take Effect:**

Period while the office-hours service applies. If the service has at least one `_effective_dates` parameter configured, then the office is considered closed outside of the configured `_effective_dates<n>` ranges.

Use this parameter to restrict the service to a given period of time (a few weeks or months). For example, 2016-04-01 or 2016-04-01 to 2016-10-31.

This parameter is mandatory if you set the `_use_alternative<n>` parameter. `_effective_dates<n>` parameters apply to all of the parameters configured in the current office-hours service and in the other included services (for example `_include_rule`, `_include_schedule`, `_use_alternative`) services.

Important

Not supported by the Service Management UI in 8.5.106

`_holiday<n>`

Default Value:**Valid Values:** "YYYY-MM-dd" or "MM-dd"**Changes Take Effect:** Immediately

Holidays are specified either by full date (including the year), or only by month and day. In the latter case it is treated as a recurrent event, which is repeated annually. The name of the parameter should be unique within this service (section of options). For example, 2016-07-01 or 07-01.

The parameter name should be unique within this service. For instance, `_holiday1`, `_holiday2`, and so on.

`_include_rule<n>`

Default Value:**Valid Values:** service.<national_holidays>**Changes Take Effect:** Immediately

ID of another office-hours service. All rules, such as `_bh_regular<n>`, `_bh_add<n>`, `_holiday<n>` from the specified service (and its predecessors) are included into the current service. The timezone specified in the included service is ignored. Instead the timezone specified in the current service, applies to all of the rules configured in the current service.

`_include_schedule<n>`

Default Value:**Valid Values:** service.<office hours ID>**Changes Take Effect:** Immediately

The name of another office-hours service to include in the current service. If you need to combine the schedules of several teams, use this option to import schedules from other Office Hours Services to combine working hours of multiple teams and shifts in the same Office Hours service. In this scenario, you can create a main Office Hours service (All Offices in the example below) into which you can import all the Office Hours schedules (Regular Hours, Holidays, Exceptions, and timezones). This results in the union of the imported Office Hours schedules within the timezone of the main Office Hours.

For example, create and configure two office Hours services, one named Office SFO, the other Office Amsterdam. Then create the All Offices service and set `_include_schedule` parameter to combine schedules of both teams. A service referenced in `_include_schedule` parameter can include additional `_include_rule` and `_include_schedule` option(s) and in its configuration.

`_timezone`

Default Value: UTC**Valid Values:** <Region>/<City>**Changes Take Effect:** Immediately

Java timezone of the service. For example, "America/Toronto". See [Wikipedia](#) for the list of Java timezones.

`_use_alternative<n>`

Default Value:**Valid Values:** String**Changes Take Effect:** Immediately

A comma-separated list of one or more alternative office-hours services that should be used during specified periods instead of the current (master) office-hours service configuration, for example: office-hours-summer, holidays.

If you add an office-hours service to this list (for instance, office-hours-summer), you must configure its `_effective_dates` parameter. During the effective dates, the master service uses the configuration of the alternative services instead of its own configuration.

If you set more than one service in this option, the (master) office-hours service uses the `_timezone` parameter of this list's first service (office-hours-summer in our example) and will use the "include rule" approach to combine the effective hours.

Important

Not supported by the Service Management UI in 8.5.106.

request-access Section

- `_access_code_length`
- `_id`
- `_phone_number`
- `_provide_code`
- `_resource_group`

`_access_code_length`

Default Value: 6

Valid Values: Integer

Changes Take Effect: Immediately

Length of the access code which can be allocated. Note: Request parameter.

`_id`

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Identifier of the service which the allocated access information should be associated with. Note: Request parameter.

`_phone_number`

Default Value: DNIS

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Phone number to associate with the reserved access information. Note: Request parameter.

`_provide_code`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to true, the service returns an access code which will add more security and reliability when trying to correlate the incoming call with the service.

Note: Request parameter.

`_resource_group`

Default Value: DNIS

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

Resource group from which an available access number will be taken. Note: Request parameter.

request-chat Service Options

- `_chat_endpoint`
- `_ttl`
- `_type`

`_chat_endpoint`

Default Value: gms_builtin
Valid Values: String
Changes Take Effect: Immediately

The endpoint configured on the Chat Server that will be used to submit Chat interactions for this service.

`_ttl`

Default Value: 3600
Valid Values: Any positive integer
Changes Take Effect: Immediately

This option is mandatory.

Specifies the default time to live for the chat interaction in seconds.

`_type`

Default Value: builtin
Valid Values: string
Changes Take Effect: Immediately

Service Type.

request-interaction Service Options

- `_phone_number`
- `_provide_code`
- `_resource_group`
- `_ttl`

`_phone_number`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

This option is mandatory.

Number of the mobile phone where the service request originated.

Note: Request parameter.

`_provide_code`

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

If set to true, the service returns the access code along with the access number.

`_resource_group`

Default Value: DNIS
Valid Values: String
Changes Take Effect: Immediately

This option is mandatory.

Resource group from which the access number must be allocated.

`_ttl`

Default Value: 30

Valid Values: Any positive integer

Changes Take Effect: Immediately

This option is mandatory.

Specifies the default time to live for all stored data in seconds.

match-interaction Section

- `_access_code`
- `_access_number`
- `_phone_number`

`_access_code`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

This option is mandatory.

Access code returned as a result of request-access. Note: Request parameter.

`_access_number`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

This option is mandatory.

Number that the customer called.
Note: Request parameter.

`_phone_number`

Default Value: No default value
Valid Values: Phone number
Changes Take Effect: Immediately

Note: Request parameter.

Number of the mobile phone where the service request originated.

Callback Service Options

You can create customized Callback services by adding a `service.servicename` section to your GMS configuration or by adding a new Callback service in the [Service Management UI](#), and then setting the appropriate options within. This page lists the options to use to fine-tune your Callback services.

- For more information, refer to Callback documentation in the [Callback Solution Guide](#).
- For details about overwriting configuration in Callback queries, refer to the [Callback Services API Reference page](#).

Options for this component are contained in the following configuration sections:

- [Chat](#)
- [General](#)
- [Notification](#)
- [no category](#)
- [Queue Management](#)
- [Reporting](#)
- [Scheduled Call](#)
- [URS Queueing](#)
- [Voice - User Originated](#)
- [Voice - User Terminated](#)
- [Voice Treatment](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
Chat	_chat_endpoint		Immediately
General	_agent_transfer_confirm_timeout		Immediately
General	_agent_transfer_confirm_timeout		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
General	_attach_udata	single_json	Immediately
General	_business_hours_service	No default value	Immediately
General	_callback_events_list		Immediately
General	_call_direction	USERORIGINATED	Immediately
General	_capacity_service		Immediately
General	_customer_lookup_keys	_customer_number	Immediately
General	_do_not_call_items	No default value	Immediately
General	_enable_notification_reminder	false	Immediately
General	_enable_status_notification	false	Immediately
General	_enable_user_data_on_target	false_start	Immediately
General	_exceptions		Immediately
General	_ixn_redirect_confirm	true	Immediately
General	_ixn_redirect_hints		Immediately
General	_mandatory_customer_lookup_keys	customer_number	Immediately
General	_max_ors_submit_attempts	3	Immediately
General	_max_time_slots	5	Immediately
General	_max_time_to_wait_for_agent_on_the_call	3600	Immediately
General	_max_time_to_wait_for_ixn	3600	Immediately
General	_max_transfer_to_agent_attempts	5	Immediately
General	_media_type	voice	Immediately
General	_notification_reminder_buffer	300	Immediately
General	_number_of_days	1	Immediately
General	_orig_service_id		Immediately
General	_paused_services_id		Immediately
General	_paused_services_list	GMS_Paused_Services	Immediately
General	_retain_session_until_ixn_deferred	false	Immediately
General	_snooze_duration	300	Immediately
General	_state_event_delay	500	Immediately
General	_status_notification_target		Immediately
General	_status_notification_type		Immediately
General	_suppress_sensitive_logging	false	Immediately
General	_ttl	86400	Immediately
General	_user_confirm_timeout	30	Immediately
General	_wait_for_agent	true	Immediately
General	_wait_for_user_confirm	false	Immediately
no category	_customer_number		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
no category	<code>_on_customer_connect_treatment_url</code>		Immediately
no category	<code>_originating_interaction_id</code>		
no category	<code>_ors</code>		Immediately
no category	<code>_ors_lb_strategy</code>	circular	Immediately
no category	<code>_overwritable_options</code>		Immediately
no category	<code>_redirect</code>		Immediately
no category	<code>_status_notification_debug</code>	false	Immediately
no category	<code>_status_notification_language</code>	false	Immediately
no category	<code>_urs_url</code>	No default value	Immediately
Notification	<code>_agent_availability_notification_delay</code>	30	Immediately
Notification	<code>_device_notification_id</code>		Immediately
Notification	<code>_device_os</code>		Immediately
Notification	<code>_max_notify_delivery_attempts</code>	3	Immediately
Notification	<code>_max_number_of_user_availability_confirmation_attempts</code>	3	Immediately
Notification	<code>_notification_message_file</code>	/genesys/1/document/service_template/callback/Resources/Strings/messages.json	Immediately
Notification	<code>_provider_name</code>		Immediately
Notification	<code>_use_debug_push_certificate</code>		Immediately
Queue Management	<code>_default_country</code>	US	Immediately
Queue Management	<code>_disallow_impossible_phone_numbers</code>	true	Immediately
Queue Management	<code>_disallow_premium_phone_numbers</code>	true	Immediately
Queue Management	<code>_enable_in_queue_checking</code>	true	Immediately
Queue Management	<code>_enable_reject_out_of_office_urs</code>	false	Immediately
Queue Management	<code>_enable_throttle_header_parameters</code>	true	Immediately
Queue Management	<code>_filter_keys</code>	_callback_state,_callback_reason,direct_queue_time_stat,_request	
Queue Management	<code>_fix_plus_on_int_phone_numbers</code>	true	Immediately
Queue Management	<code>_max_queued_callbacks_per_device</code>	1000	Immediately
Queue Management	<code>_queue_ping_ors_period</code>	-120,-2	Immediately
Queue Management	<code>_queue_poll_period</code>	-120,120	Immediately
Queue Management	<code>_queue_poll_period_recovery</code>	1440,-120	Immediately
Queue Management	<code>_returned_keys</code>	_desired_time,_callback_state,_customer_number,_callback_reason	
Queue Management	<code>_statistic_ewt_upper_bound</code>	86400	Immediately
Queue Management	<code>_throttle_callbacks_per_service_1</code>	500	Immediately
Queue Management	<code>_throttle_callbacks_per_service_2</code>	1000	Immediately
Queue Management	<code>_throttle_customer_number_limit</code>	6	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
Queue Management	<code>_throttle_request_parameters</code>	customer_number	Immediately
Queue Management	<code>_throttle_request_parameters_limit</code>	8	Immediately
Queue Management	<code>_throttle_ttl_1</code>	300	Immediately
Queue Management	<code>_throttle_ttl_2</code>	3600	Immediately
Reporting	<code>_rep_userevent_dn</code>		Immediately
Reporting	<code>_rep_userevent_enable</code>	false	Immediately
Reporting	<code>_rep_userevent_mediatype</code>	0	Immediately
Reporting	<code>_rep_userevent_switch</code>		Immediately
Scheduled Call	<code>_desired_connect_time_threshold</code>	180	Immediately
Scheduled Call	<code>_desired_time</code>		Immediately
Scheduled Call	<code>_max_request_by_time_bucket</code>	100	Immediately
Scheduled Call	<code>_reject_future_desired_time</code>	1M	Immediately
Scheduled Call	<code>_request_ewt_service</code>	No default value	Immediately
Scheduled Call	<code>_request_execution_time_bucket</code>	120	Immediately
Scheduled Call	<code>_request_queue_time_stat</code>		Immediately
Scheduled Call	<code>_request_time_bucket</code>	5	Immediately
URS Queueing	<code>_agent_reserve_timeout</code>	30	Immediately
URS Queueing	<code>_eta_pos_threshold</code>	0:10,10:5,20:2,30:1,40:0	Immediately
URS Queueing	<code>_max_queue_wait</code>	0	Immediately
URS Queueing	<code>_max_time_to_reach_eta_pos_threshold</code>	150	Immediately
URS Queueing	<code>_max_urs_ewt_pos_polling_interval</code>	30	Immediately
URS Queueing	<code>_min_queue_wait</code>	0	Immediately
URS Queueing	<code>_min_urs_ewt_pos_polling_interval</code>	2	Immediately
URS Queueing	<code>_on_route_done_delay</code>	0	Immediately
URS Queueing	<code>_target</code>	{specify your target here}	Immediately
URS Queueing	<code>_urs_call_interaction_age</code>		Immediately
URS Queueing	<code>_urs_ewt_estimation_method</code>	rsdial	Immediately
URS Queueing	<code>_urs_ewt_virtual_queue</code>	No default value	Immediately
URS Queueing	<code>_urs_ewt_vq</code>	No default value	Immediately
URS Queueing	<code>_urs_extension_data</code>	No default value	Immediately
URS Queueing	<code>_urs_prioritization_strategy</code>	WaitForTarget	Immediately
URS Queueing	<code>_urs_queued_ttl</code>	14400	Immediately
URS Queueing	<code>_urs_request_timeout</code>	100	Immediately
URS Queueing	<code>_urs_strategy_update_subscriptionDelay</code>		Immediately
URS Queueing	<code>_urs_adata_xfer_keys</code>		Immediately
URS Queueing	<code>_urs_virtual_queue</code>	{Specify virtual queue	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
		to be used by strategy}	
URS Queueing	<code>_urs_vq_priority</code>		Immediately
URS Queueing	<code>_urs_vq_priority_boost_on_connect</code>	500	Immediately
URS Queueing	<code>_urs_vq_priority_increment</code>		Immediately
URS Queueing	<code>_urs_vq_priority_increment_interval</code>		Immediately
URS Queueing	<code>_urs_vq_priority_max</code>	No default value	Immediately
URS Queueing	<code>_urs_vq_priority_min</code>	0	Immediately
Voice - User Originated	<code>_booking_expiration_timeout</code>	30	Immediately
Voice - User Originated	<code>_offer_callback</code>	false	Immediately
Voice - User Originated	<code>_offer_callback_vxml_app_url</code>		Immediately
Voice - User Originated	<code>_provide_code</code>	false	Immediately
Voice - User Originated	<code>_resource_group</code>	DNIS	Immediately
Voice - User Originated	<code>_src_route_point</code>		Immediately
Voice - User Originated	<code>_userorig_connect_limit</code>	3	Immediately
Voice - User Terminated	<code>_agent_disposition_timeout</code>	45	Immediately
Voice - User Terminated	<code>_agent_first_via_rp</code>	false	Immediately
Voice - User Terminated	<code>_agent_first_via_tg</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview_allow_reject</code>	0	Immediately
Voice - User Terminated	<code>_agent_preview_data</code>	Value 1,Value 2,Value 3,Value 4,Value 5	Immediately
Voice - User Terminated	<code>_agent_preview_set_notready_reason</code>	N/A	Immediately
Voice - User Terminated	<code>_agent_preview_set_notready_reason_attribute</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview_set_notready_reason_code_key</code>	ReasonCodeKey	Immediately
Voice - User Terminated	<code>_agent_preview_timeout</code>	30	Immediately
Voice - User Terminated	<code>_agent_preview_timeout_set_notready</code>	false	Immediately
Voice - User Terminated	<code>_agent_preview_via_rp</code>	false	Immediately
Voice - User Terminated	<code>_agent_reject_retry_timeout</code>	0	Immediately
Voice - User Terminated	<code>_calling_party_display_name</code>		Immediately
Voice - User Terminated	<code>_calling_party_number</code>		Immediately
Voice - User Terminated	<code>_call_timeguard_timeout</code>	15000	Immediately
Voice - User Terminated	<code>_cb_dim_channel</code>	WEB	Immediately
Voice - User Terminated	<code>_cpd_enable</code>	true	Immediately
Voice - User Terminated	<code>_dial_retry_timeout</code>	300	Immediately
Voice - User Terminated	<code>_disposition_userevent_mediatype</code>	0	Immediately
Voice - User Terminated	<code>_enable_disposition_dialog</code>	false	Immediately
Voice - User Terminated	<code>_ixn_createcall_hints</code>		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
Voice - User Terminated	<code>_ixn_createcall_timeout</code>	32	Immediately
Voice - User Terminated	<code>_max_dial_attempts</code>	3	Immediately
Voice - User Terminated	<code>_max_successful_customer_terminations</code>	'undefined'	Immediately
Voice - User Terminated	<code>_on_user_confirm_timeout</code>	CONNECT-ANYWAY	Immediately
Voice - User Terminated	<code>_plugin_on_dial_associate_ixn</code>	true	Immediately
Voice - User Terminated	<code>_plugin_on_dial_invoke_on_call_failed</code>	true	Immediately
Voice - User Terminated	<code>_plugin_on_dial_timeout</code>	120	Immediately
Voice - User Terminated	<code>_plugin_on_dial_url</code>		Immediately
Voice - User Terminated	<code>_prefix_dial_out</code>	9	Immediately
Voice - User Terminated	<code>_preview_userevent_mediatype</code>	0	Immediately
Voice - User Terminated	<code>_route_point</code>		Immediately
Voice - User Terminated	<code>_trunk_group</code>		Immediately
Voice - User Terminated	<code>_userterminated_first_connection_type</code>	CUSTOMER	Immediately
Voice - User Terminated	<code>_vq_for_outbound_calls</code>		Immediately
Voice Treatment	<code>_treatment_call_failure_answering_machine</code>		Immediately
Voice Treatment	<code>_treatment_customer_connect</code>		Immediately
Voice Treatment	<code>_treatment_find_agent_fail</code>		Immediately
Voice Treatment	<code>_treatment_waiting_for_agent</code>		Immediately
Section	Option	Default	Changes Take Effect

General Section

- `_agent_transfer_confirm_timeout`
- `_agent_transfer_confirm_timeout`
- `_attach_uadata`
- `_business_hours_service`
- `_call_direction`
- `_callback_events_list`
- `_capacity_service`
- `_customer_lookup_keys`
- `_do_not_call_items`
- `_enable_notification_reminder`
- `_enable_status_notification`
- `_enable_user_data_on_targeting_start`
- `_exceptions`
- `_ixn_redirect_confirm`
- `_ixn_redirect_hints`
- `_mandatory_customer_lookup_keys`
- `_max_ors_submit_attempts`
- `_max_time_slots`
- `_max_time_to_wait_for_agent_on_the_status_notification_type`
- `_max_time_to_wait_for_ixn_delete`
- `_max_transfer_to_agent_attempts`
- `_media_type`
- `_notification_reminder_buffer`
- `_number_of_days`
- `_start_orig_service_id`
- `_paused_services_id`
- `_paused_services_list`
- `_retain_session_until_ixn_deleted`
- `_snooze_duration`
- `_state_event_delay`
- `_status_notification_target`
- `_status_notification_type`
- `_suppress_sensitive_logging`
- `_ttl`
- `_user_confirm_timeout`
- `_wait_for_agent`
- `_wait_for_user_confirm`

`_agent_transfer_confirm_timeout`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Maximum time to wait for call events (`interaction.partystatechanged`) related to the transfer of the call to the agent. If a transfer confirming or failing event is not received within this period, the transfer is assumed to have succeeded. Set this option value to zero to disable the timer. This timer should be enabled in rare conditions where the switch does not send confirmation events after the call redirection to an agent.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_agent_transfer_confirm_timeout`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Maximum time to wait for call events (`interaction.partystatechanged`) related to the transfer of the call to the agent. If a transfer confirming or failing event is not received within this period, the transfer is assumed to have succeeded. Set this option value to zero to disable the timer. This timer should be enabled in rare conditions where the switch does not send confirmation events after the call redirection to an agent.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_attach_udata`

Default Value: `single_json`

Valid Values:

Changes Take Effect: Immediately

- `separate_keys` - Each KVP data is attached as a separate key-value pair to the user event.
- `single_json` - All KVPs are attached as a single stringified-JSON object to the `GMS_UserData` key in the user event.
- `gms_storage_id` - Callback will attach the GMS service ID to the `GMS_UserData` userdata key and let the agent application retrieve the data from GMS.

`_business_hours_service`

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

Name of the office hours service used to provide the available time slots for Callback. The Request Desired Time is verified against the defined regular and specific calendar hours.

`_call_direction`

Default Value: USERORIGINATED

Valid Values: USERORIGINATED, USERTERMINATED

Changes Take Effect: Immediately

This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value.

- If this option is set to USERORIGINATED, the customer's device will initiate the call to get connected to the agent.
- If this option is set to USERTERMINATED, the agent or the system will initiate the call to contact the customer.

`_callback_events_list`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Name of the Transaction List object defining the Callback events and data to notify; for example, GMS_Events.

`_capacity_service`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Sets a configured capacity service. Agent availability is verified against the defined capacity and capacity exceptions.

`_customer_lookup_keys`

Default Value: `_customer_number`

Valid Values: String

Changes Take Effect: Immediately

Comma-separated list of properties to track back customer callback requests. You must only specify identification numbers such as phone numbers, user names, and so on.

For example: `_customer_number, _phone_number`

`_do_not_call_items`

Default Value: No default value

Valid Values: `<integer>, <integer>, <integer>`

Changes Take Effect: Immediately

Introduced: 8.5.224.00

Defines time checks that the callback service must perform before calling the customer. The value for this option matches the following formatting:

`<threshold>, <earliest call time>, <latest call time>`

where:

- **threshold** defines the maximum time difference in seconds between the callback desired time and the current time.
- **earliest call time** is the 24-hour earliest time that the callback service is allowed to launch a call if the current time matches the defined threshold value.
- **latest call time** is the 24-hour latest time that the callback service is allowed to launch a call if the current time matches the defined threshold value.

Important: All of the above times are based on the local time of the Orchestration server(s).

For example, if `_do_not_call_items=3600,9,21`, the callback service does not proceed with calling the customer if the local time is not between 9 AM and 9 PM local time on the Orchestration Server. Additionally, before launching the call, it also checks that the current local time matches the customer call's desired time within 3600 seconds.

`_enable_notification_reminder`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.211.01

True to enable the callback notification reminder capability. If both this option and the `_enable_status_notification` option are true, the Callback Service sends an additional `_cbe_on_callback_reminder` event notification a few seconds before the dial time. To specify when the `_cbe_on_callback_reminder` notification is sent, configure the `_notification_reminder_buffer` option.

`_enable_status_notification`

Default Value: false

Valid Values: false, subscribe_notify, notify
Changes Take Effect: Immediately

Enables the callback status notifications and defines the notification subscription for the Callback application.

- false - The Callback Service assumes that the client application has already subscribed for status notifications.
- subscribe_notify - The callback application will subscribe for status notification on behalf of the client application.
- notify - The client application has already subscribed for status notifications.

This option will override the settings in the GMS events transaction list.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_enable_user_data_on_targeting_start

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.226.01

If this option value is true and if the Callback service receives a start request that contains user data, the Callback service attaches the user data to the WaitForTarget strategy start request. The user data is attached as a JSON string using the SERVICE_REQUEST_UDATA key.

If the service request does not contain user data or if this option value is false, the value for the SERVICE_REQUEST_UDATA key is the NOT_PROVIDED string.

_exceptions

Default Value:

Valid Values: String

Changes Take Effect: Immediately

List of the exception patterns that should be verified before processing this callback request. See the [Pattern](#) configuration for details.

_ixn_redirect_confirm

Default Value: true

Valid Values: boolean

Changes Take Effect: Immediately

Enables agent confirmation for accepting the call. If you set this option to `false`, the system will not wait for confirmation when a call is redirected. You should set this option to `false` in rare conditions where the switch does not send confirmation events (such as `interaction.partystatechanged`) after the call redirection to an agent.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_ixn_redirect_hints

Default Value:

Valid Values: JSON-formatted string

Changes Take Effect: Immediately

Sets the hints parameter of the `scxml ixn:redirect` request for routing the callback call to the agent. You can use this parameter to override the customer phone number presented to the agent. Use this parameter if the prefix applied to outbound numbers should not be displayed to the agent. For example, the outbound number displayed to the agent can be set as follows:

```
{"extensions": {"CPNDigits": "5551234"}}
```

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_mandatory_customer_lookup_keys

Default Value: `_customer_number`

Valid Values: string

Changes Take Effect: Immediately

Sets the comma-separated list of mandatory customer lookup keys that must be provided in the callback schedule request. This list can contain only identification keys such as phone numbers, user names, and so on.

`_max_ors_submit_attempts`

Default Value: 3

Valid Values: Integer

Changes Take Effect: Immediately

Maximum number of times that the request for execution will be submitted to ORS. When this number is reached, the request is removed from the persistent queue and discarded.

`_max_time_slots`

Default Value: 5

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.209.02

The maximum number of time slots to include in the disposition response of the `retry_later` scenario, if the office is open and the capacity is configured to a value greater than zero. Use this parameter to improve the performance of queries over a long period of time.

`_max_time_to_wait_for_agent_on_the_call`

Default Value: 3600

Valid Values: Integer (seconds)

Changes Take Effect: Immediately

Maximum period of time (seconds) to wait for the agent to accept and answer the call after the customer is connected.

`_max_time_to_wait_for_ixn_delete`

Default Value: 3600

Valid Values: integer

Changes Take Effect: Immediately

Duration (in seconds) that the callback in PROCESSING state will keep alive the interaction to be deleted. This value should be greater than 5 seconds and less than the specified `_ttl` value. To set this value, consider the requirements for features like the disposition dialog and the agent notifications that need GMS Callback to be running while callback is still in PROCESSING state.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_max_transfer_to_agent_attempts`

Default Value: 5

Valid Values: integer

Changes Take Effect: Immediately

This option is mandatory.

Maximum number of attempts to transfer the call to the agent. If greater than 1, set the URS option `on_route_error=try_other`.

`_media_type`

Default Value: voice

Valid Values: String

Changes Take Effect: Immediately

Media type of the interaction that the service is expected to handle. This option enables URS to select an agent who has the appropriate media capabilities. This is a default value, automatically populated when using the predefined User-Terminated scenario. You do not need to change this value.

This option is mandatory.

`_notification_reminder_buffer`

Default Value: 300

Valid Values: string

Changes Take Effect: Immediately

Modified: 8.5.211.01

Specifies the number of seconds before the callback dial time to trigger the Notification Reminder. By default, the reminder is sent 300 seconds (5 minutes) before the system dials the callback.

`_number_of_days`

Default Value: 1

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.210.02

Maximum number of day slots to include in the availability response if the office is open and the capacity greater than zero. Use this parameter to improve query performance over a long period of time.

`_orig_service_id`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Id of the service that originated the callback service request. For example: IVR service, web session service, and so on.

`_paused_services_id`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Introduced: 8.5.109.05

ID of the service in the Paused Service Transaction List. If you set this option, its value is used to look up the service in the Paused Service Transaction List. If you do not set any value, the service name is used instead.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_paused_services_list`

Default Value: `GMS_Paused_Services`

Valid Values: string

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Name of the Transaction list entry that controls pausing of callbacks.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you

must enable **Advanced Parameters** in the Service Management UI.

`_retain_session_until_ixn_deleted`

Default Value: false
Valid Values: boolean
Changes Take Effect: Immediately
Modified: 8.5.108.02

Retains the session until the interaction is deleted. Setting this parameter to true will enable the callback SCXML session to remain until the callback call is terminated. If set to false, and if the agent disposition is not enabled, the callback session will end after the call is connected to an agent. The latter is required if the agent will be transferring the call to another SCXML strategy.

`_snooze_duration`

Default Value: 300
Valid Values: integer
Changes Take Effect: Immediately

Period in seconds to snooze agent notifications. When the customer receives the agent availability notification, he or she can snooze the notification for the specified duration.

This option is mandatory.

`_state_event_delay`

Default Value: 500
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.209.02

The number of milliseconds that GMS waits before sending the update event for the callback state.

`_status_notification_target`

Default Value:
Valid Values: String
Changes Take Effect: Immediately

Target to which to publish notifications according to the `_status_notification_type` notification type:

- If `_status_notification_type = httpcb`, then set `_status_notification_target` to the target URL to which to push the notifications.
- If `_status_notification_type = orscb`, then set `_status_notification_target` to the target ORS session ID.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_status_notification_type`

Default Value:

Valid Values: `httpcb`, `orscb`

Changes Take Effect: Immediately

Notification type to use when publishing the notification. You should use `httpcb` in most cases. Use `orscb` to publish notifications in Orchestration Server for advanced ORS-based customizations.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_suppress_sensitive_logging`

Default Value: `false`

Valid Values: `boolean`

Changes Take Effect: Immediately

Introduced: 8.5.226.01

If this option is configured to `true`, the Callback service no longer logs sensitive user data. Note that, in addition to this option, you can also update Composer to version 8.1.561.17 and higher which also eliminates sensitive logging. See [Masking Sensitive Information in Composer Tomcat Logs](#) for further details.

`_ttl`

Default Value: 86400

Valid Values: `integer`

Changes Take Effect: Immediately
Modified: 8.5.107.15, 8.5.109.05

Duration (in seconds) for which the service will be kept in storage after the Desired Time is passed (Time To Live). Once expired, the service is removed from the system. For example, if you want the callbacks to be visible in the Service Management UI for one week past the execution time, then you should set 7 days of Time To Live, which means `_ttl=604800`.

This option is mandatory.

`_user_confirm_timeout`

Default Value: 30
Valid Values: integer
Changes Take Effect: Immediately

Period in seconds to receive the customer response. If the customer does not reply in time, the system assumes that the customer did not reply: the notification was not received or was received but ignored.

This option is mandatory.

`_wait_for_agent`

Default Value: true
Valid Values: Boolean
Changes Take Effect: Immediately

True to wait for an agent to connect. If this option is set to true, the service will wait for the agent to initiate the interaction and to send the notification to the customer. If the option is set to false, the interaction can start right after the creation of the service instance. In voice scenarios, the access information will be returned immediately with the service ID.

This option is mandatory.

`_wait_for_user_confirm`

Default Value: false
Valid Values: Boolean
Changes Take Effect: Immediately

True to wait for confirmation of the customer's availability. If this option is set to true, the service sends a push notification to the customer's device to get confirmation that the customer is ready to have a conversation with the agent. This scenario is possible only if the `_wait_for_agent` option is

set to true.

Chat Section

- `_chat_endpoint`

`_chat_endpoint`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Chat Server endpoint to create the chat interaction and to handle the service request. This endpoint should exist and should be specified in the following format: <tenant>:<endpoint>. The specified endpoint should be configured to trigger the GMS Chat Inbound Service. If you do not set this option, the system uses the `default_chat_endpoint` option of the chat section as the endpoint.

Notification Section

- `_agent_availability_notification_delay`
- `_max_notify_delivery_attempts`
- `_provider_name`
- `_device_notification_id`
- `_max_number_of_user_availability_confirmations`
- `_send_debug_logs`
- `_push_certificate`
- `_device_os`
- `_notification_message_file`

`_agent_availability_notification_delay`

Default Value: 30

Valid Values: integer

Changes Take Effect: Immediately

Duration to wait prior to sending the agent availability notification. This duration allows the customer application to display the user confirmation before the push notification dialog takes over the screen.

This option is mandatory.

`_device_notification_id`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Notification Id of the device to which the notifications need to be pushed.

`_device_os`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

OS running on the Mobile device. This is used for push notifications.

_max_notify_delivery_attempts

Default Value: 3

Valid Values: integer

Changes Take Effect: Immediately

Maximum number of attempts to send notifications to the user before the contact request is considered failed. Ignored if push notification properties are not specified.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_max_number_of_user_availability_confirmation_attempts

Default Value: 3

Valid Values: integer

Changes Take Effect: Immediately

Maximum number of times the system will send agent availability notifications to the customer before the contact request is considered failed. Ignored if the push notification properties are not specified.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_notification_message_file

Default Value: /genesys/1/document/service_template/callback/Resources/Strings/messages.json

Valid Values: url

Changes Take Effect: Immediately

Specifies the URL of the notification message file which contains the externalized strings to be displayed to the customer's mobile.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

By default, this file contains the following JSON data:

```
{
  "_msg_agent_available_noconfirm": "Agent is available. Confirmation not required.",
  "_msg_agent_available_startchat": "Agent is available. Chat request can be started now.",
  "_msg_agent_available_confirm": "Agent is available. Waiting for your confirmation.",
  "_msg_waiting_for_agent": "Waiting for agent to become available",
  "_msg_service_timeout": "Service timeout please create a new service request",
  "_msg_service_canceled": "Service canceled upon your request",
  "_msg_service_error": "There was an error in processing the service request. Please try
again later.",
  "_msg_service_create_success": "Service was successfully created",
  "_msg_service_error_validation": "Input parameter values for the service are not valid.
Please provide valid parameters.",
  "_msg_service_error_agent_unavailable": "Agent is unavailable at this time. Please wait
or try again later.",
  "_msg_service_error_resource_unavailable": "Resource on which requested service is
dependent on is not currently available. Please try again later"
}
```

`_provider_name`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Name of the notification provider. This is used for push notifications.

`_use_debug_push_certificate`

Default Value:

Valid Values: boolean

Changes Take Effect: Immediately

Use debug certificates for the push notification provider

Queue Management Section

- `_default_country`
- `_disallow_impossible_phone_numbers`
- `_disallow_premium_phone_numbers`
- `_enable_in_queue_checking`
- `_enable_reject_out_of_office_hours`
- `_enable_throttle_header_parameters`
- `_filter_keys`
- `_fix_plus_on_int_phone_numbers`
- `_max_queued_callbacks_per_service`
- `_queue_ping_ors_period`
- `_queue_poll_period`
- `_queue_poll_period_recovery`
- `_returned_keys`
- `_statistic_ewt_upper_bound`
- `_throttle_callbacks_per_service_1`
- `_throttle_callbacks_per_service_2`
- `_throttle_customer_number_limit`
- `_throttle_request_parameters`
- `_throttle_request_parameters_limit`
- `_throttle_ttl_1`
- `_throttle_ttl_2`

`_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 callbacks creation when the desired time is out of the configured office hours; no 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.

Reporting Section

- `_rep_userevent_dn`
- `_rep_userevent_enable`
- `_rep_userevent_mediatype`
- `_rep_userevent_switch`

`_rep_userevent_dn`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

DN to which the reporting user event is sent. If `_rep_userevent_enable` is set to true, a value for this parameter is required.

`_rep_userevent_enable`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

If set to true, the callback data is reported via user events to the switch and the specified DN (`_rep_userevent_switch` and `_rep_userevent_dn`).

This option is mandatory.

`_rep_userevent_mediatype`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Media type for the reporting user event generated from callback application. Accepts an integer value (ENUM) as per TLib specification for Media Types. Required when `_rep_userevent_enable` is set to true.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_rep_userevent_switch`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Switch to which the DN `_rep_userevent_dn` belongs. Required if `_rep_userevent_enable` is set to true.

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.

URS Queueing Section

- `_agent_reserve_timeout`
- `_eta_pos_threshold`
- `_max_queue_wait`
- `_max_time_to_reach_eta_pos_threshold`
- `_max_urs_ewt_pos_polling_interval`
- `_min_queue_wait`
- `_min_urs_ewt_pos_polling_interval`
- `_on_route_done_delay`
- `_target`
- `_urs_call_interaction_age`
- `_urs_ewt_estimation_method`
- `_urs_ewt_virtual_queue`
- `_urs_extension_data`
- `_urs_prioritization_strategy`
- `_urs_queued_ttl`
- `_urs_request_timeout`
- `_urs_strategy_update_sub_routine`
- `_urs_udata_xfer_keys`
- `_urs_virtual_queue`
- `_urs_vq_priority`
- `_urs_vq_priority_boost_on_connect`
- `_urs_vq_priority_increment`
- `_urs_vq_priority_increment_interval`
- `_urs_vq_priority_max`
- `_urs_vq_priority_min`

`_agent_reserve_timeout`

Default Value: 30
Valid Values: integer
Changes Take Effect: Immediately

Agent reservation time during which the agent is blocked for routing. After this timeout, URS automatically unblocks the agent.

Reservation is done using RDND blocking in URS. If you use multiple URS instances, you must add the following URS configuration for self-awareness:

- `using=lds`
- `lds=map`

This option is mandatory.

`_eta_pos_threshold`

Default Value: 0:10,10:5,20:2,30:1,40:0
Valid Values: string
Changes Take Effect: Immediately

Important

This legacy option applies only if `_urs_ewt_estimation_method` is **not** set to `ursdial`.

Threshold at which the service determines that an agent is available for an interaction with the customer. If an interaction is in first position then independent of this setting, the system assumes that the threshold is reached.

For example, the default value "0:10,10:5,20:2,30:1,40:0" sets different threshold positions depending on the interaction's Expected Time to Answer (ETA) as calculated by URS.

- If the service instance's ETA is between 0 and 10 and if the interaction position in queue is less than 10, the interaction is ready to be connected.
- If the service instance's ETA is between 10 and 20 and if the interaction position in queue is less than 5, the interaction is ready to be connected, and so on.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_max_queue_wait`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.112.05

Maximum time (in seconds) for the virtual interaction to wait in queue prior to contacting the customer if the virtual interaction has not been selected for routing. If set to 0 (default), this option is ignored. If you set this option, configure `_urs_ewt_estimation_method = ursdial`.

This option only applies to user-terminated delayed scenarios where `_userterminated_first_connect_party=CUSTOMER`. If `max-queue-wait` is configured, and if its value is exceeded, the system adds the `GMS_Max_Queue_Wait` user data to the outbound interaction.

`_max_time_to_reach_eta_pos_threshold`

Default Value: 14160

Valid Values: integer

Changes Take Effect: Immediately

Maximum time (seconds) to wait until the service request reaches the queue position controlled by the ETA Position Threshold parameter (`_eta_pos_threshold`).

This option is mandatory.

`_max_urs_ewt_pos_polling_interval`

Default Value: 30

Valid Values: integer

Changes Take Effect: Immediately

Highest possible check frequency to avoid polling delays on fluctuating loads. The Callback service checks the EWT Position for the virtual interaction waiting in the virtual queue. Generally, the check frequency is half of the current EWT.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_min_queue_wait`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Minimum time (in seconds) for the virtual interaction to wait in queue prior to getting selected for routing.

`_min_urs_ewt_pos_polling_interval`

Default Value: 2

Valid Values: integer

Changes Take Effect: Immediately

Lowest possible check frequency to avoid constant URS polling. The Callback service checks the EWT Position for the virtual interaction waiting in the virtual queue. Generally, the check frequency is half of the current EWT.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_on_route_done_delay`

Default Value: 0

Valid Values: Integer

Changes Take Effect: Immediately

Introduced: 8.5.106.14

The number of seconds, after the target selection, by which to allow delays when fetching user data from a URS WaitForTarget strategy after the target was selected. This option ensures that user data is consistently added to the interaction. It does not delay the callback execution.

`_target`

Default Value: {specify your target here}

Valid Values: String

Changes Take Effect: Immediately

Modified: 8.5.108.02, 8.5.109.05, 8.5.109.08, 8.5.114.09

Routing target that specifies the agent/queue resource that will process this request.

- Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5.
- Starting in 8.5.114.09, the limit is increased to 15.

Single Target

For a **single** target, format the string according to the URS target specification: <Target String>@<StatServer name>.<Target Type> where Target Type is one of the following:

- A (Agent)
- AP (Agent Place)
- GA (Group of Agents)
- GP (Group of Places)
- GC (Campaign Group)

<Target String> can be a skill expression. In that case, <Target String> must start with '?:'. For example:

- `Billing@StatServer.GA`—Routes to Agent Group "Billing".
- `?:English=20&;Loans=2@StatServer.GA`—Routes to any agent matching the skill expression.

See the Universal Routing Server (URS) documentation for additional information about URS targets.

Multiple Targets

To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:

```
[
  {
    "target": "<Target String>@<StatServer name>.<Target Type>",
    "timeout": "<integer>",
    "clear":<true/false>,
    "stat_to_check": "<stat name>",
    "stat_operator": "< or >",
    "stat_value": "1"
  }
]
```

- The `timeout` property specifies how long to wait in seconds before switching of targets.
- The `stat_to_check` property can be set to any of the values supported by the Statistics parameter passed to the IRD function `SData(Target, Statistics)`, unless target is a skill expression. If target is a skill expression, you must choose one of the following values:
 - `RStatAgentsReadyvoice`—agents ready for voice media.
 - `RStatAgentsReady`—agents ready for any media.
 - `RStatAgentsTotal`—agents logged in.
- The `stat_value` property specifies the threshold for the statistic passed in `stat_to_check`. If the condition set by the combination of `stat_to_check`, `stat_operator`, and `stat_value` is met, the current target is skipped, except if it is the last target of the list.
- If `clear=true`, the target will be overridden when switching to the next target; if `clear=false`, the target will be expanded with the next target.

Important

If you set multiple targets in this option, then `_urs_queued_ttl` should be set to the total queue time across all targets.

For example:

```
[
  {
    "target": "GMS_AG_Kilfoil@Stat_Server.GA",
    "timeout": "15",
    "clear": false,
    "stat_to_check": "StatAgentsAvailable",
    "stat_operator": "<",
    "stat_value": "1"
  },
  {
```

```

    "target": "GMS_AG_Milburn@Stat_Server.GA",
    "timeout": "10",
    "clear": false,
    "stat_to_check": "StatAgentsAvailable",
    "stat_operator": "<",
    "stat_value": "1"
  },
  {
    "target": "GMS_AG_Monique@Stat_Server.GA",
    "timeout": "30",
    "clear": false,
    "stat_to_check": "StatAgentsAvailable",
    "stat_operator": "<",
    "stat_value": "1"
  },
  {
    "target": "GMS_AG_Oladipo@Stat_Server.GA",
    "timeout": "15",
    "clear": false,
    "stat_to_check": "StatAgentsAvailable",
    "stat_operator": "<",
    "stat_value": "1"
  },
  {
    "target": "GMS_AG_Sippola@Stat_Server.GA",
    "timeout": "15",
    "clear": false,
    "stat_to_check": "StatAgentsAvailable",
    "stat_operator": "<",
    "stat_value": "1"
  }
]

```

`_urs_call_interaction_age`

Default Value:

Valid Values: (`"t"="seconds"<space>"milliseconds"`)

Changes Take Effect: Immediately

If specified, the URS strategy will set the interaction age to the specified value; otherwise, by default, the interaction will be placed at the end of the queue. This is generally useful in the classic callback scenarios where the original interaction is already in the queue prior to the GMS callback being offered. The format is i.e: (`"t"="seconds"<space>"milliseconds"`), for example, `_urs_call_interaction_age="("t"="1449157660 829")"`.

`_urs_ewt_estimation_method`

Default Value: `ursdial`

Valid Values: string

Changes Take Effect: Immediately

For all new deployments, `ursdial` should be used. Other options (`stat` and `urs`) are deprecated.

- Selecting `ursdial` (highly recommended) enables URS-based dialing where the estimation of time to dial is determined by URS (version 8.1.400.07 or greater).
- If `urs` or `stat` is selected, the callback time to dial is determined by checking `ewt` and `pos` retrieved from URS or Stat Server respectively.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_urs_ewt_virtual_queue`

Default Value: No default value
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.223.01

Non-configured Virtual Queue name (alias) to which the service request will be added to fetch the Estimated Wait Time. This option's value is used as the `_EWT_VQ_TARGET` variable in the URS WaitForTarget strategy.

If you configure this option, you must make changes in the URS WaitForTarget strategy. For further details, see [Callback](#) documentation.

`_urs_ewt_vq`

Default Value: No default value
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.205.01
Discontinued: 8.5.223.01

Virtual queue (alias) to which the service request will be added to fetch the Estimated Wait Time.

Note: This option was renamed `_urs_ewt_virtual_queue`.

`_urs_extension_data`

Default Value: No default value
Valid Values: `<data>=<value>`
Changes Take Effect: Immediately
Introduced: 8.5.203.02
Discontinued: From 8.5.114.09 to 8.5.202.03

Provides the additional configuration extension data required for advanced scenarios and used for the customization of the URS prioritization strategy. Use this option to pass additional extension data to the URS strategy, for example, if you customize the WaitForTarget IRD strategy.

Multiple values can be combined to form a comma-separated list that the URS strategy will parse. For example,
`_urs_extension_data=targets=VAG1,VAG2,VAG3;`

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_urs_prioritization_strategy`

Default Value: WaitForTarget

Valid Values: String

Changes Take Effect: Immediately

Universal Routing Server strategy to be used for the service instance prioritization. The default value shown here matches the name of the **URS strategy that you imported into IRD**. If you changed the name of the strategy, update this value to reflect the correct name.

`_urs_queued_ttl`

Default Value: 14400

Valid Values: integer

Changes Take Effect: Immediately

The total maximum time (seconds) to wait for a target. After the specified duration has lapsed the virtual interaction will be removed from virtual queue and the callback service will exit.

This option is mandatory.

`_urs_request_timeout`

Default Value: 100

Valid Values: string

Changes Take Effect: Immediately

Duration (seconds) to wait for receiving HTTP responses from Universal Routing Server.

`_urs_strategy_update_sub_routine`

Default Value: SetRouteDelay
Valid Values: String
Changes Take Effect: Immediately

Subroutine in URS that changes the RouteDelay parameter of the virtual interaction representing the service instance. This option informs URS to reserve this interaction's target when it becomes available. The default value shown here matches the name of the [URS subroutine that you imported into IRD](#). If you changed the name of the subroutine, update this value to reflect the correct name.

`_urs_udata_xfer_keys`

Default Value:
Valid Values: String
Changes Take Effect: Immediately

Comma-separated list of Callback KVPs to be retrieved from the routing strategy and added to preview interactions.

`_urs_virtual_queue`

Default Value: {Specify virtual queue to be used by strategy}
Valid Values: string
Changes Take Effect: Immediately

Virtual queue (alias) to which the service request will be added.

`_urs_vq_priority`

Default Value:
Valid Values: integer
Changes Take Effect: Immediately

Priority to be set for the virtual interaction when submitting to `_urs_virtual_queue`. For example, you can set this value to 100. If you leave this option blank, no priority will be set. For further details, see the [callback documentation](#).

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_urs_vq_priority_boost_on_connect`

Default Value: 500

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.112.05

Priority to be added to the virtual interaction after connecting the customer call or chat session. This option only applies to scenarios where `_userterminated_first_connect_party=CUSTOMER`.

To use this option, import the `GMS_URS_Strategy_85109_v2.58.zip` strategy file available for download in the [Callback Solution guide](#).

`_urs_vq_priority_increment`

Default Value:

Valid Values: integer

Changes Take Effect: Immediately

Increment interval to use to increment the priority, every `_urs_vq_priority_increment_interval`. for example, 10. For further details, see the [callback documentation](#).

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_urs_vq_priority_increment_interval`

Default Value:

Valid Values: integer

Changes Take Effect: Immediately

Number of seconds to wait to increment the priority of `_urs_vq_priority_increment`. For example, 60 to increment the priority every 60 seconds. If you leave this option blank, the incrementation of the priority is disabled.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_urs_vq_priority_max`

Default Value: No default value
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.208.09

Maximum value in the range of permitted values for the call's priority in the URS VQ. If the call's priority changes and this moves it out of the range defined by the `_urs_vq_priority_min` and `_urs_vq_priority_max` options, GMS fixes the call's priority to make it fit in the permitted range. Priorities greater than `_urs_vq_priority_max` will be corrected to `_urs_vq_priority_max`.

`_urs_vq_priority_min`

Default Value: 0
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.208.09

Minimum value in the range of permitted values for the call's priority in the URS VQ. If the call's priority changes and this moves it out of the range defined by the `_urs_vq_priority_min` and `_urs_vq_priority_max` options, GMS fixes the call's priority to make it fit in the permitted range. Priorities lower than `_urs_vq_priority_min` will be corrected to `_urs_vq_priority_min`.

Voice - User Originated Section

- `_booking_expiration_timeout`
- `_provide_code`
- `_userorig_connect_limit`
- `_offer_callback`
- `_resource_group`
- `_offer_callback_vxml_app_url`
- `_src_route_point`

`_booking_expiration_timeout`

Default Value: 30

Valid Values: integer

Changes Take Effect: Immediately

Used to book the access number resource for a period of time. The customer needs to make the call within the specified timeout to ensure a successful match.

This option is mandatory.

`_offer_callback`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

When this option is set to true, the callback option is presented to the caller. The IVR application specified in the `_offer_callback_vxml_app_url` option is used to present the callback option. If the `_offer_callback_vxml_app_url` is blank (default), the built-in VXML application is executed.

This option is mandatory.

`_offer_callback_vxml_app_url`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

URL of the custom VXML application to be used to offer a callback (treatment). If `_offer_callback` is set to true, a VXML app must be used to offer the callback. By default, this parameter is empty and the callback application uses the built-in VXML app.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_provide_code`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call.

This option is mandatory.

`_resource_group`

Default Value: DNIS

Valid Values: `resource_group`

Changes Take Effect: Immediately

Resource group from which access number is to be allocated.

This option is mandatory.

`_src_route_point`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

If set, this route point will be used as the source DN (focus device) when routing the user originated (inbound) call to the agent. In most cases, the source DN is automatically detected correctly and doesn't need to be set. Hence, it is recommended to leave it empty.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_userorig_connect_limit`

Default Value: 3

Valid Values: integer

Changes Take Effect: Immediately

Maximum number of times that the customer can request a connection or a reconnection.

Voice - User Terminated Section

- `_agent_disposition_timeout`
- `_agent_first_via_rp`
- `_agent_first_via_tg`
- `_agent_preview`
- `_agent_preview_allow_reject`
- `_agent_preview_data`
- `_agent_preview_set_notready_reason`
- `_agent_preview_set_notready_reason_disposition`
- `_agent_preview_set_notready_reason_enable_disposition_dialog`
- `_agent_preview_timeout`
- `_agent_preview_timeout_set_notready`
- `_agent_preview_via_rp`
- `_agent_reject_retry_timeout`
- `_call_timeguard_timeout`
- `_calling_party_display_name`
- `_calling_party_number`
- `_cb_dim_channel`
- `_cpd_enable`
- `_on_dial_retry_timeout`
- `_on_disposition_userevent_mediatype`
- `_enable_disposition_dialog`
- `_ixn_createcall_hints`
- `_ixn_createcall_timeout`
- `_max_dial_attempts`
- `_max_successful_customer_contacts`
- `_on_user_confirm_timeout`
- `_plugin_on_dial_associate_ixn`
- `_plugin_on_dial_invoke_on_call_failed`
- `_plugin_on_dial_timeout`
- `_plugin_on_dial_url`
- `_prefix_dial_out`
- `_preview_userevent_mediatype`
- `_route_point`
- `_trunk_group`
- `_userterminated_first_connect_party`
- `_vq_for_outbound_calls`

`_agent_disposition_timeout`

Default Value: 45
Valid Values: integer
Changes Take Effect: Immediately

Time duration allowed for the agent to take action on the Agent Disposition dialog.

`_agent_first_via_rp`

Default Value: false
Valid Values: boolean
Changes Take Effect: Immediately
Introduced: 8.5.108.02

Enables dialing of the call from the route point (set in the `_route_point` option) in a user-terminated scenario *connect to agent first* where the agent preview mode is disabled. Otherwise, the call will be dialed directly from the agent's DN.

This option is mandatory.

`_agent_first_via_tg`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.201.04

If true, enables the call dialing from the trunk group (configured in the `_trunk_group` option) in the following user-terminated scenario. When the trunk group dials the call to the customer, it makes a call to the agent first where the agent preview mode is disabled, and the agent can consult the call to the customer. Finally, the agent can merge the two calls. If the option is false, the call is dialed from the agent's DN.

`_agent_preview`

Default Value: false

Valid Values: Boolean

Changes Take Effect: Immediately

Enables Agent Preview. If set to true, the Preview Dialog with caller information is displayed to the agent.

`_agent_preview_allow_reject`

Default Value: 0

Valid Values: Any positive integer

Changes Take Effect: Immediately

Allows the agent to reject the call in the preview dialog.

- If the option is set to 0, the preview dialog does not display the reject button.
- If the option is greater than 0, its value determines the number of times that an agent can reject the service request; the reject option will not be displayed to the next agent.

`_agent_preview_data`

Default Value: Value 1,Value 2,Value 3,Value 4,Value 5

Valid Values: string

Changes Take Effect: Immediately

Comma-separated ordered list of values to be displayed in the agent preview dialog.

`_agent_preview_set_notready_reason`

Default Value: N/A
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.201.04

String representation of a numeric value. If you configure this option and if `_agent_preview_timeout_set_notready = true`, it will be used as the value of the ReasonCode extension of the EventAgentNotReady event that will be sent.

`_agent_preview_set_notready_reason_attribute`

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.209.02

If true, adds the reason key and value to the AttributeReason field of the EventAgentNotReady message. This occurs only if the agent is not ready and does not accept the invitation within the amount of time specified by `_agent_preview_timeout`, when `_agent_preview_timeout_set_notready=true`. See `_agent_preview_set_notready_reason_key` to define an attribute key.

`_agent_preview_set_notready_reason_key`

Default Value: ReasonCode
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.209.02

Key to use for the Agent Not Ready reason attribute if `_agent_preview_set_notready_reason_attribute=true`.

`_agent_preview_timeout`

Default Value: 30
Valid Values: Integer (seconds)
Changes Take Effect: Immediately

Duration in seconds that the agent has to preview the callback information and submit a reply. The Preview dialog will automatically close after this timeout and submit a reject from the agent. In this scenario, the call will go back in the queue. During this period, the agent is reserved for the Callback interaction and is not an eligible target for other interactions; therefore, Genesys recommends to evaluate carefully when extending this timeout beyond 30 seconds (default).

`_agent_preview_timeout_set_notready`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.201.04

If true, and if the agent does not accept or reject the callback preview invitation in time (defined in the `_agent_preview_timeout` option), the agent status changes to NOT_READY. Additionally, if you configured the `_agent_preview_set_notready_reason` option, this reason is used as the value of the ReasonCode extension of the EventAgentNotReady event that will be sent. If false (default), the agent status will not change.

`_agent_preview_via_rp`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

If set to true, in an agent preview scenario, the call will be dialed from the route point specified by the `_route_point` option. Otherwise, the agent DN will make the call.

This option is mandatory.

`_agent_reject_retry_timeout`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Time (in seconds) to wait after the agent rejects the service request prior to putting it back in the queue. While waiting, the callback status is set to QUEUED.

`_call_timeguard_timeout`

Default Value: 15000

Valid Values: integer

Changes Take Effect: Immediately

Time duration (ms) for CPD (Call Progress Detection) to wait for a response. Setting this value to a low value may result in incorrect call state being returned.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_calling_party_display_name`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Name to be displayed on the customer's device when the call arrives. This value will take effect only if you set up `_calling_party_number`.

`_calling_party_number`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Number to be displayed (Caller ID) on the customer's device when the call arrives at the device

`_cb_dim_channel`

Default Value: WEB

Valid Values:

Changes Take Effect: Immediately

Callback origination channel that will be reported as part of the callback reporting. This option is generally applicable when one service is used for several channels.

`_cpd_enable`

Default Value: true

Valid Values: Boolean

Changes Take Effect: Immediately

Enables CPD. If this option is set to true, CPD will be performed on a callback made to the customer.

- If CPD results in a human or silence detection, the call will be routed to the agent.

- If a fax is detected, the call will be disconnected and marked complete.
- If an answering machine is detected, the answering machine treatment is played.

This option is mandatory.

`_dial_retry_timeout`

Default Value: 300

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.106.16

Time to wait (seconds) between retries to reach the customer.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_disposition_userevent_mediatype`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Media type for the agent disposition user event generated by the callback application. This option supports an integer value (ENUM) as per TLib specification for Media Types. This option is required when `_enable_disposition_dialog` is set to true.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_enable_disposition_dialog`

Default Value: false

Valid Values: boolean
Changes Take Effect: Immediately

If set to true, after a callback is completed (interaction deleted) agent is shown a dialog to specify the disposition of the call and schedule a retry as necessary.

This option is mandatory.

`_ixn_createcall_hints`

Default Value:
Valid Values: JSON-formatted string
Changes Take Effect: Immediately
Modified: 8.5.108.02

Set the hints parameter of the sxml `ixn:createcall` request for the outbound callback.

- In versions prior to 8.5.108.02, you can use this parameter to override the default CPD behavior and, in this scenario, the `_cpd_enable` flag is ignored.
- Starting in 8.5.108.02, you can use this parameter to merge the default CPD behavior and, in this scenario, the `_cpd_enable` flag is ignored. If you do not set this option, Callback adds the default value to the `_ixn_createcall_hints` parameter.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

The following CPD-related values are merged into the `_ixn_createcall_hints` option.

```
"cpd-record":"off"
```

```
"call_answer_type_recognition":"positive_am_detection"
```

```
"cpd-on-connect":"off"
```

```
"call_timeguard_timeout": "15000"
```

If any of these keys are set in the configured value of `_ixn_createcall_hints`, the configured value overrides the default values. The [OCS Option Descriptions](#) section of the **Outbound Contact 8.1 Deployment Guide** includes detailed information about these options.

_ixn_createcall_timeout

Default Value: 32
Valid Values: Integer
Changes Take Effect: Immediately

Timeout (in seconds) to wait for the interaction creation.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_max_dial_attempts

Default Value: 3
Valid Values: Integer
Changes Take Effect: Immediately

Maximum number of attempts to call the customer.

_max_successful_customer_contacts

Default Value: 'undefined'
Valid Values: integer or 'undefined'
Changes Take Effect: Immediately
Introduced: 8.5.228.02

Maximum number of successful customer contacts. When this option is configured, if the customer abandons the call and if the count of successful customer contacts is greater than or equal to `_max_successful_customer_contacts`, GMS cancels the callback (COMPLETED, ABANDONED_IN_QUEUE), with no redial attempt.

_on_user_confirm_timeout

Default Value: CONNECT-ANYWAY
Valid Values: CONNECT-ANYWAY, CANCEL
Changes Take Effect: Immediately

Selects the action to perform if the user does not submit his or her confirmation in response to the push notification.

- CONNECT-ANYWAY will continue with the call.
- CANCEL cancels the service request.

`_plugin_on_dial_associate_ixn`

Default Value: true

Valid Values: Boolean

Changes Take Effect: Immediately

True to allow the ORS session executing the custom plugin to control the call (interaction). This enables the plugin to perform some advanced actions which require the session to be in control of the interaction.

Important

Applicable only if the `_plugin_on_dial_url` option is set.

`_plugin_on_dial_invoke_on_call_failed`

Default Value: true

Valid Values: Boolean

Changes Take Effect: Immediately

True to allow the custom plugin to be invoked even when the dialed call to the customer has failed by not being answered by a human.

Important

Applicable only if the `_plugin_on_dial_url` option is set.

`_plugin_on_dial_timeout`

Default Value: 120

Valid Values: integer

Changes Take Effect: Immediately

Maximum time limit (in seconds) for the plugin to send an asynchronous response to the GMS Callback Service.

_plugin_on_dial_url

Default Value:

Valid Values: String

Changes Take Effect: Immediately

URL of the SCXML custom plugin to execute various custom scenarios after a user terminated callback is dialed; these scenarios depend on the state of the call. By default, there is no value for this option and the plugin execution is disabled.

_prefix_dial_out

Default Value: 9

Valid Values: Integer

Changes Take Effect: Immediately

Prefix required to perform a user-terminated (outbound) call from the system.

_preview_userevent_mediatype

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Media type for the agent preview user event generated by the callback application. This option supports an integer value (ENUM) as per TLib specification for Media Types. This option is required when `_agent_preview_enable` is set to true.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_route_point

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Route point from which the system can create a user-terminated (outbound) call.

This option is mandatory.

`_trunk_group`

Default Value:

Valid Values: routing_point

Changes Take Effect: Immediately

Introduced: 8.5.201.04

Trunk Group from which the system can create a user-terminated (outbound/inbound) call. If you configured `_agent_first_via_tg = true`, this option is mandatory.

`_userterminated_first_connect_party`

Default Value: CUSTOMER

Valid Values: CUSTOMER, AGENT

Changes Take Effect: Immediately

First party to connect when `_call_direction` is set to USERTERMINATED. Set this option to CUSTOMER to call the customer first; set this option to AGENT to call the agent first.

This option is mandatory.

`_vq_for_outbound_calls`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Virtual Queue (alias) to which the real call is momentarily queued. Setting this option allows reporting systems, which depend on Virtual Queue events, to gather all the required information related to outbound calls.

Voice Treatment Section

- `_treatment_call_failure_answering_machine`
- `_treatment_find_agent_fail`
- `_treatment_customer_connect`
- `_treatment_waiting_for_agent`

`_treatment_call_failure_answering_machine`

Default Value:

Valid Values: String or as a JSON-formatted string

Changes Take Effect: Immediately

URI of the music file to play when a call is not answered by the customer and is forwarded to the answering machine. JSON-formatted strings can be used to specify hints to the `RequestApplyTreatment`.

The following example makes the music start playing after the answering machine beep is detected:

```
{ "file": "file_url", "hints":{ "am-beep-detection":"on"} }
```

By default, the value of this option is empty and Callback uses the `<GMS installation>/../Resources/SampleTreatments/call_fail_ans_machine.wav` file from the Callback template.

To deactivate the play treatment, set the value of this option to `{ }`.

`_treatment_customer_connect`

Default Value:

Valid Values: String or as a JSON-formatted string

Changes Take Effect: Immediately

URI of the music file to play when the customer answers the callback.

The JSON-formatted strings can be used to specify hints to the `RequestApplyTreatment`. For example:

```
{ "file": "file_url", "hints": {"hint1":"value"}}
```

`_treatment_find_agent_fail`

Default Value:**Valid Values:** String or JSON-formatted string**Changes Take Effect:** Immediately

Music file to be played when the service fails to find the agent in the time specified by the Max Time To Wait For Agent on the Call parameter. This parameter accepts a URI as a string or as a JSON-formatted string. See also `_treatment_waiting_for_agent`. By default, this option has an empty value and Callback will use the `<GMS installation>/Resources/SampleTreatments/all_agents_busy.wav` file available in the callback template.

`_treatment_waiting_for_agent`

Default Value:**Valid Values:** String or JSON-formatted string**Changes Take Effect:** Immediately

Music file to play when the customer is waiting for an agent. This parameter accepts a URI as a string or as a JSON-formatted string. If you do not set this option, Callback will use the default `<GMS installation>/Resources/SampleTreatments/next_customer_rep.wav` file of the callback template.

No Category

You cannot configure the following options in the Service Management UI. Depending on options' description, you will set a value for these options in the service.<service_name> section of your GMS configuration, or sometimes in your REST queries.

- `_customer_number`
- `_on_customer_connect_treatment_url_overwritable_options`
- `_originating_interaction_id`
- `_ors`
- `_ors_lb_strategy`
- `_redirect`
- `_status_notification_debug`
- `_status_notification_language`
- `_urs_url`

`_customer_number`

Default Value:

Valid Values: phone_number

Changes Take Effect: Immediately

Customer's phone number. The parameter is mandatory to match the call with service data when the call direction is set to USERORIGINATED. Also used to establish the connection with the customer when the call direction is USERTERMINATED.

Important

This is a request parameter that you can use in REST queries.

This option is mandatory.

`_on_customer_connect_treatment_url`

Default Value: " "

Valid Values: String URL

Changes Take Effect: Immediately

URL of a VXML application to execute after a user terminated callback is dialed and the call is answered by a human.

By default, this option is empty and the VXML execution is disabled.

`_originating_interaction_id`

Default Value:

Valid Values:

Changes Take Effect:

Modified: 8.5.227.03

The ID of the originating call. If you add this request parameter to the HTTP request used to create the Callback service, the Callback strategy will add the reporting-related attached data to the originating call. See also the [IVR Classic Callback](#) for additional details.

For reporting purposes, if the `_CB_T_CALLBACK_OFFERED` and `_CB_T_CALLBACK_ACCEPTED` KVPs are to be added to the original session that initiated the callback request, the callback request must include the `_originating_interaction_id` option. In this scenario, set the `_originating_interaction_id` value to the interaction ID of the inbound call that is managed by the ORS session.

`_ors`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Comma-separated list of ORS URLs, for example:

```
http://host1:port1,http://host2:port2
```

Overrides any ORS connections, if they are present.

Important

Set this option in the `service.<service_name>` section of your GMS configuration, not in the Service Management UI.

`_ors_lb_strategy`

Default Value: circular

Valid Values: circular, linear

Changes Take Effect: Immediately

Strategy for the ORS load balancer. This option overrides the `_ors_lb_strategy` option of the GMS application. Supported values are: `circular` or `linear`.

Set this option in the `service.<service_name>` section of your GMS configuration, not in the Service Management UI.

`_overwritable_options`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.106.19

Defines the parameters (`_ors`, `_redirect`, and/or `_target`) that you wish to be able to overwrite in your REST queries.

This option enables you to pass non-request parameters in your REST queries. For example, if you set `_overwritable_options=_ors`, a customer application can schedule a callback and pass the `_ors` parameter of the REST query to submit this callback to a given ORS.

```
POST /1/service/callback/foo
```

```
{
  "_ors": "http://myors:4421"
}
```

Another scenario is to set `_overwritable_options=_redirect` in order to disable the redirection for some queries. For example, if you set the `_redirect` parameter for the `foo` service as follows...

```
[service.foo]
_redirect=foo_b
_overwritable_options=_redirect
```

.... when you invoke `foo` with a POST query, you can overwrite the value of the `_redirect` option and disable the redirection to `foo_b`:

```
POST /1/service/callback/foo?_redirect=""
```

`_redirect`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.106.19

Defines a redirection of your POST queries to another callback service. For example, if you set this parameter for the `foo` service as follows...

```
[service.foo]
_redirect=foo_b
```

.... when you will invoke `foo` with a POST query....

POST /1/service/callback/foo

.... GMS internally redirects your query to foo_b:

POST /1/service/foo_b

- This option is restricted to callback services.
- Set this option in the GMS configuration, not in the Service Management UI. You can disable and overwrite this option in your REST queries if you set `_overwritable_options=_redirect` in your service configuration.

`_status_notification_debug`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If `true`, enables the debug mode for notification.

`_status_notification_language`

Default Value: false

Valid Values: String

Changes Take Effect: Immediately

Application language that matches one of the supported languages used for [push notifications](#).

`_urs_url`

Default Value: No default value

Valid Values: String URL

Changes Take Effect: Immediately

URS URL or comma-separated list of URS URLs if the `enable_urs_loadbalancer` option is `true` in the GMS application. For example:

```
http://host#1:7311,http://host#2:7311,http://host#3:7311
```

GMS uses this list to query URS statistics.

Change History

The following options have been added or changed in version 8.5.211.02:

- Option `_enable_notification_reminder` was modified.
- Option `_notification_reminder_buffer` was modified.

The following options have been added or changed in version 8.5.210.02:

- The `_number_of_days` option was introduced.

The following options have been added or changed in version 8.5.209.02:

- The `config` section was introduced.
- The `_max_time_slots` option was introduced.
- The `_state_event_delay` option was introduced.
- The `_agent_preview_set_notready_reason_attribute` option was introduced.
- The `_agent_preview_set_notready_reason_key` option was introduced.

The following options have been added or changed in version 8.5.208.09:

- The `_urs_vq_priority_min` option was introduced.
- The `_urs_vq_priority_max` option was introduced.
- The `_urs_extension_data` option's documentation was updated.

The following options have been added or changed in version 8.5.207.05:

- The `strategy-class` option was deprecated.
- The `create-schema` option was deprecated.
- The `cassandra-schema-delay` option was deprecated.
- The `create-tables` option was introduced.
- The `secured` option was introduced.

The following options have been added or changed in version 8.5.205.01:

- The `_urs_ewt_vq` option was modified.

The following options have been added or changed in version 8.5.203.02:

- The `native-port` option was introduced.

- The port was deprecated.

The following options have been added or changed in version 8.5.202.03:

- The `_urs_extension_data` option was introduced.
- The `enable-contextual-help` was introduced.

The following options have been added or changed in version 8.5.201.04:**Callback**

- The `_agent_preview_timeout_set_notready` option was introduced.
- The `_agent_preview_set_notready_reason` option was introduced.
- The `_agent_first_via_tg` option was introduced.
- The `_trunk_group` option was introduced.

The following options have been added or changed in version 8.5.200.07:**Callback**

- The `_statistic_ewt_upper_bound` option was introduced.
- The `_fix_plus_on_int_phone_numbers` option was introduced.
- The `_enable_reject_out_of_office_hours` option was introduced.
- The default value of `_returned_keys` was modified.

GMS Configuration

- The following options were added to configure the **Services and Tools** panel introduced in this release: `enable-config`, `enable-downloadaddfm`, `enable-logger`, `enable-logger-error`, `enable-metrics`, `enable-patterns`, `enable-resources`, `enable-sample`.

The following options have been added or changed in version 8.5.114.09:**Callback**

- The `_filter_keys` option was introduced.
- The `_returned_keys` option was introduced.
- The `_target` option was modified.

GMS Configuration

- The `fcm.body` option was introduced.
 - The `fcm.title` option was introduced.
 - The `debug.fcm.apiKey` option was introduced.
-

- The options of the **lab** section were moved to the **features** section.

The following options have been added or changed in version 8.5.112.05:**Callback**

- The `_max_queue_wait` option was introduced.
- The `_urs_vq_priority_boost_on_connect` option was introduced.

GMS Configuration

- The `enable_notification_hybrid_mode` option was deprecated.
- The `enable` option was added.
- The `logged-classes` option was added.
- The `stored-classes` option was added.
- The `fcm.apiKey` option was added.
- The `pushEnabled` option was modified.

The following options have been added or changed in version 8.5.111.08:

- The default value of `_throttle_request_parameters_limit` was modified.

The following options have been added or changed in version 8.5.111.04:**GMS Configuration**

- The `callback_column_alias` option was introduced.
- The `_enable_throttle_header_parameters` option was introduced.
- The *No results* option was introduced.
- The `filter-keys` option was introduced.
- The `returned-keys` option was introduced.
- The `enable_notification_hybrid_mode` option was introduced.
- The `max_message_size` option was introduced.
- The `enable-bulk-cancel-and-export-callback` option was renamed `disable-bulk-cancel-and-export-callback`.

Callback Service

- The `_enable_throttle_header_parameters` option was introduced.
- The `_enable_in_queue_checking` option was modified.

The following options have been introduced or modified in version 8.5.110.07:**GMS Configuration**

- The version option was modified.
- The enable-bulk-cancel-and-export-callback option was introduced.

Callback Service

- The `_throttle_request_parameters_limit` option was introduced.
- The `_request_ewt_service` option was introduced.
- The `_throttle_customer_number_limit` option was discontinued.
- The `openmedia.<service-name>` section was added.

The following options have been added or modified in version 8.5.109.08:

Callback

- The `_target` option was introduced.

The following options have been added or modified in version 8.5.109.05:

GMS Configuration

- The `enable_notification_mode` option was introduced.

The following options have been added or modified in version 8.5.108.02:

GMS Configuration

- The `disable_authentication` option was introduced in the `chat.<service-name>` section.
- The `username` option was introduced in the `chat.<service-name>` section.
- The `password` option was introduced in the `chat.<service-name>` section.
- The `disable_authentication` option was introduced in the `email.<service-name>` section.
- The `password` option was introduced in the `email.<service-name>` section.
- The `username` option was introduced in the `email.<service-name>` section.

The following options have been added or modified in version in 8.5.104.04:

GMS Configuration

- The `default_chat_endpoint` option from the `chat` section and the `chat_endpoint` option from the `chat service` section were renamed to `endpoint`.
- The `escape_html` option from the `chat` and `chat service` sections was deprecated and should not be used. The default value was changed to `false`.
- The `typing_preview` option was introduced.