Genesys Voice Platform

ems Section

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dc.default.logfilter

Default Value: 0-2|*|*
Valid Values: Pipe delimited ranges for log levels, module IDs and specifier IDs. Ranges can be comma separated integers or range of integers or '*'.
Changes Take Effect: At start/restart

Specifies the filter for logs to be delivered "upstream" to the Reporting Server for Call Events reporting. The format is 'levels|moduleIDs|specifierIDs' (repeated if necessary). The values between the pipes can be in the format: 'm-n,o,p' (ie "0-4, 5,6"). The wildcard character '*' can also be used to indicate all valid numbers. Example: '*|*|*' indicates that all log messages should be sent to the sink. Alternatively, '0,1|0-10|*|4|*|*' inidcates that CRITICAL(0) and ERROR(1) level messages with module IDs in the range 0-10 wil be sent to the sink; and all INFO(4) level messages will be sent as well.

dc.default.metricsfilter

Default Value: 0-16,18,25,35,36,41,52-55,74,128,136-141
Valid Values: Comma separated list of metric values or ranges. A metric value must be between 0 and 159 inclusive. The values '*' and blank are also allowed.

Changes Take Effect: At start/restart

Specifies the default filter for metrics to be delivered "upstream" to the Reporting Server for Call Events reporting. '*' indicates that all metrics will be sent to the sink. Alternatively, '5-10,50-55,70,71' indicates that metrics with IDs 5,6,7,8,9,10,50,51,52,53,54,55,70 and 71 will be sent to the Reporting Server. This filter will be used unless the default has been overridden in the tenant or IVR Application profile to which the given call has been associated.

dc.enableSQA

Default Value: true
Valid Values: Choose between: true or false
Changes Take Effect: At start/restart

This flag determines if the Data Collection Sink is configured to perform Service Quality analysis.

dc.servicequality.AudioGap.threshold

Default Value: 2000
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the largest acceptable audio gap (in ms) that the platform can have while playing back audio to the user.

dc.servicequality.CallAnswer.threshold

Default Value: 1500
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to answer a call.

dc.servicequality.CallReject.threshold

Default Value: 2000
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to reject a call.

dc.servicequality.CumulativeResponse.threshold

Default Value: 2000
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play a prompt following user interaction.

dc.servicequality.FirstPromptInbound.threshold

Default Value: 1500
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play the first prompt on an inbound call.

dc.servicequality.FirstPromptOutbound.threshold

Default Value: 1500
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play the first prompt on an outbound call.

dc.servicequality.InboundRejectNoFailureCodes

Default Value: decline
Valid Values: This is a '|' delimited list.
Changes Take Effect: At start/restart

This parameter specifies incall_reject reason codes which should not be flagged as call failures.

dc.servicequality.InterPrompt.threshold

Default Value: 4000
Valid Values: An integer greater than 0.
Changes Take Effect: At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play a

prompt after a previous prompt when no user interaction has taken place inbetween the 2 prompts.

dc.servicequality.OutboundRejectNoFailureCodes

Default Value: busy|decline|fax|noanswer|hangup
Valid Values: This is a '|' delimited list.
Changes Take Effect:

This parameter specifies outcall_reject reason codes which should not be flagged as call failures.

logconfig.DATAC

Default Value: 0-2,4|*|*
Valid Values: Pipe delimited ranges for log levels, module IDs and specifier IDs. Ranges can be comma separated integers or range of integers or '*'.
Changes Take Effect: Immediately

Controls the log messages that are sent to the Data Collection sink. The format is 'levels|moduleIDs|specifierIDs' (repeated if necessary). The values between the pipes can be in the format: 'm-n,o,p' (ie "0-4, 5,6"). The wildcard character '*' can also be used to indicate all valid numbers. Example: '*|*|*' indicates that all log messages should be sent to the sink. Alternatively, '0,1|0-10|*|4|*|*' inidcates that CRITICAL(0) and ERROR(1) level messages with module IDs in the range 0-10 wil be sent to the sink; and all INFO(4) level messages will be sent as well.

logconfig.MFSINK

Default Value: *|*|*
Valid Values: Pipe delimited ranges for log levels, module IDs and specifier IDs. Ranges can be comma separated integers or range of integers or '*'.
Changes Take Effect: Immediately

Controls the log messages that are sent to the MF sink. The format is 'levels|moduleIDs|specifierIDs' (repeated if necessary). The values between the pipes can be in the format: 'm-n,o,p' (ie "0-4, 5,6"). The wildcard character '*' can also be used to indicate all valid numbers. Example: '*|*|*' indicates that all log messages should be sent to the sink. Alternatively, '0,1|0-10|*|4|*|*' inidcates that CRITICAL(0) and ERROR(1) level messages with module IDs in the range 0-10 wil be sent to the sink; and all INFO(4) level messages will be sent as well.

metricsconfig.DATAC

Default Value: *
Valid Values: Comma separated list of metric values or ranges. A metric value must be between 0 and 141 inclusive. The values '*' and blank are also allowed.
Changes Take Effect: Immediately

Specifies the metrics that are delivered to the Data Collection sink. '*' indicates that all metrics will be sent to the sink. Alternatively, '5-10,50-55,70,71' indicates that metrics with IDs 5,6,7,8,9,10,50,51,52,53,54,55,70 and 71 will be sent to the Data Collection sink.

metricsconfig.MFSINK

Default Value: 0-16,18-41,43,52-56,72-74,76-81,127-129,130,132,134,135,136-141,146-159
Valid Values: Comma separated list of metric values or ranges. A metric value must be between 0 and 159 inclusive. The values '*' and blank are also allowed.
Changes Take Effect: Immediately

Specifies the metrics that are delivered to the MF Sink. '*' indicates that all metrics will be sent to the sink. Alternatively, '5-10,50-55,70,71' indicates that metrics with IDs 5,6,7,8,9,10,50,51,52,53,54,55,70 and 71 will be sent to the MF sink.

ors.reportinginterval

Default Value: 60
Valid Values: An integer between 1-299 inclusive.
Changes Take Effect: At start/restart

Interval (seconds) accumulated operational reports are submitted to the Reporting Server

password

Default Value:
Valid Values: KeyStore Password
Changes Take Effect: at start/restart

The password for Reporting Client keyStore. Required to connect to the Reporting Server (ActiveMQ) over TLS.

rc.amq_connection_send_timeout

Default Value: 60
Valid Values: An integer greater than or equal to 45.
Changes Take Effect: At start/restart

This option specifies the maximum time in seconds to wait for ActiveMQ Producer Send Message response.

rc.batch_size

Default Value: 500
Valid Values: An integer between 1-5000 inclusive.
Changes Take Effect: At start/restart

The number of upstream log events queued up by the reporting client before sending them up to the reporting server. A higher batch size (e.g. 50 records) may improve performance at the cost of sending upstream data less frequently.

rc.cdr.batch_size

Default Value: 500
Valid Values: An integer between 1-5000 inclusive.
Changes Take Effect: At start/restart

The number of CDR messages queued up by the reporting client before sending them up to the reporting server. A higher batch size (e.g. 50 records) may improve performance at the cost of sending CDR data less frequently.

rc.cdr.local_queue_max

Default Value: 1000000
Valid Values: An integer greater or equal to -1.
Changes Take Effect: At start/restart

This option specifies the maximum number of data items to the local database for CDR reporting. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client faster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted locally and data will be discarded if the RS is unavailable.

rc.cdr.local_queue_path

Default Value: cdrQueue_mcp.db
Valid Values: Path to the DB file.
Changes Take Effect: At start/restart

The full path of the local database file used to locally persist data for CDRs.

rc.cdr.max_throughput

Default Value: 0

Valid Values: An integer greater or equal to 0.
Changes Take Effect: At start/restart

This option specifies the maximum rate at which CDR data, in bytes per second, is sent to the Reporting Server. A value of 0 (default) indicates that CDR data will be sent as quickly as possible.

rc.certificate

Default Value:
Valid Values: File path
Changes Take Effect: at start/restart

The file name of the TLS certificate in "PEM" format. Required to connect to the Reporting Server (ActiveMQ) over TLS.

rc.keystore_certificate

Default Value:
Valid Values: File path
Changes Take Effect: at start/restart
Introduced: 9.0.010.72

The file name of the TLS KeyStore certificate in "PEM" format. Required to connect to the Reporting Server (ActiveMQ) over TLS.

rc.keystore_password

Default Value:
Valid Values: KeyStore Password
Changes Take Effect: at start/restart
Introduced: 9.0.010.72

The password for Reporting Client keyStore. Required to connect to the Reporting Server (ActiveMQ) over TLS.

rc.local_queue_max

Default Value: 5000000
Valid Values: An integer greater or equal to -1.
Changes Take Effect: At start/restart

This option specifies the maximum number of data items to the local database for Upstream Logging. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client faster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted

locally and data will be discarded if the RS is unavailable.

rc.local_queue_path

Default Value: reportingClientQueue.db
Valid Values: Path to the DB file.
Changes Take Effect: At start/restart

The full path of the local database file used to locally persist data for upstream logging to the GVP Reporting Client.

rc.max_throughput

Default Value: 0
Valid Values: An integer greater or equal to 0.
Changes Take Effect: At start/restart

This option specifies the maximum rate at which Upstream Logging data, in bytes per second, is sent to the Reporting Server. A value of 0 (default) indicates that Upstream Logging data will be sent as quickly as possible.

rc.ors.local_queue_max

Default Value: 1000000
Valid Values: An integer greater or equal to -1.
Changes Take Effect: At start/restart

This option specifies the maximum number of data items to the local database for Operational Reporting. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client fdaster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted locally and data will be discarded if the RS is unavailable.

rc.ors.local_queue_path

Default Value: orsQueue_mcp.db
Valid Values: Path to the DB file.
Changes Take Effect: At start/restart

The full path of the local database file used to locally persist data for Operational Reporting.

rc.sqa.batch_size

Default Value: 1
Valid Values: An integer between 1-5000 inclusive.
Changes Take Effect: At start/restart

The number of SQA messages queued up by the reporting client before sending them up to the reporting server. For SQA messages, this option has little effect.

rc.sqa.local_queue_max

Default Value: 3000
Valid Values: An integer greater or equal to -1.
Changes Take Effect: At start/restart

This option specifies the maximum number of data items to the local database file for SQA reporting. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client fdaster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted locally and data will be discarded if the RS is unavailable.

rc.sqa.local_queue_path

Default Value: sqaQueue_mcp.db
Valid Values: Path to the DB file.
Changes Take Effect: At start/restart

The full path of the local database file used to locally persist data for SQA dats.

rc.truststore_certificate

Default Value:
Valid Values: File path
Changes Take Effect: at start/restart
Introduced: 9.0.010.72

The file name of the TLS TrustStore certificate in "PEM" format. Required to connect to the Reporting Server (ActiveMQ) over TLS.