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Genesys Voice Platform

DialogicManager Section

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CheckFirmwareStateBeforeMediaOps

Default Value: True

Valid Values:

Changes Take Effect: After restart

This parameter will determine whether the dialogic firmware state should be checked before media operations.

CpaFailTimeMsec

Default Value: 4000

Valid Values:

Changes Take Effect: After restart

Maximum time to wait for Answering machine detection. Units in Milliseconds

CpaMaxInterRingMsec

Default Value: 8000

Valid Values:

Changes Take Effect: After restart

Max time to wait between consecutive ringback before deciding connected. Units in 10ms

CpaMinRingMsec

Default Value: 1900

Valid Values:

Changes Take Effect: After restart

Minimum Ring duration for answering machine detection. Units in 10ms

CpaOption

Default Value: 0

Valid Values:

Changes Take Effect: After restart

Choose Customer enabled CPA Parameters

CpaPamdOption

Default Value: 2

Valid Values:

Changes Take Effect: After restart

List of supported Answering Machine detection options

CpaQualTemplates

Default Value: 0

Valid Values:

Changes Take Effect: After restart

Qualification Template for AM Detection

CpaStartDelayMsec

Default Value: 250

Valid Values:

Changes Take Effect: After restart

Time to wait after dialing before starting cadence or frequency or positive voice detection. Units in Miliseconds.

DefaultDNIS

Default Value: NoDNIS

Valid Values:

Changes Take Effect: After restart

This value used in case of behind-the-switch setup when DNIS information is not available and based on this value the TG DN for RM should be configured for SIP in order to route the call to RM

DisableCustomTones

Default Value: 0

Valid Values:

Changes Take Effect: After restart

This parameter will determine whether custom tones will be deleted unconditionally before doing CPA

MinDownloadSize

Default Value: 32768

Valid Values:

Changes Take Effect: After restart

MinDownloadSize in bytes

RingbackFile

Default Value:

Valid Values:

Changes Take Effect: After restart

File used to play ringback tone instead of Index File Name. File format is 8Khz PCM and Mu-law or A-law depending on region. The file must contain a single ring with the desired trailing silence.

TMgrVoxIndexFile

Default Value: TMGRVOXI.VAP

Valid Values:

Changes Take Effect: After restart

File used for playing ringback (ulaw format)

TMgrVoxIndexFileAlaw

Default Value: TMGRVOXI_ALAW.VAP

Valid Values:

Changes Take Effect: After restart

File used for playing ringback (alaw format)