Genesys Web Engagement

Web Engagement Server

5/8/2025

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

- cep
- chat
- engagement
- log
- pacing

- queues
- security
- userData
- webcallback

> ## 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
cep	domainSeparation	false	After start/restart
cep	synchronizeDRLFilesInCluster	true	Immediately
chat	connectionTimeout	5	After start/restart
chat	identifyCreateContact	3	Immediately
chat	queueKey	1:webme	Immediately
chat	refreshPoolSize	10	After start/restart
chat	refreshTaskPeriod	2	After start/restart
chat	requestTimeout	5	After start/restart
chat	sessionRestorationTimeout	30	After start/restart
chat	webengagementChatQueue	Webengagement_Chat	Immediately
engagement	defaultEngagementChannel		Immediately
engagement	engagementExpirationTime	30	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
engagement	registrationFormExpirationTime	120	Immediately
engagement	strictEngagementMode	false	Immediately
engagement	userIdentifier	EmailAddress	Immediately
engagement	visitExpirationTime	0	Immediately
log	all	stdout	Immediately
log	compressMethod		Immediately
log	debug	stdout	Immediately
log	outputPattern	%d{HH:mm:ss,SSS}{UTC} [%5p] %-30c{1} - %m %ex%n	Immediately
log	standard	stdout	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
pacing	algorithm	SUPER_PROGRESSIVE	After start/restart
pacing	chatGroups	Web Engagement Chat	After start/restart
pacing	optimizationGoal	3	After start/restart
pacing	optimizationTarget	ABANDONMENT_RATE	After start/restart
pacing	proactiveRatio	0	After start/restart
pacing	refreshPeriod	5	After start/restart
pacing	voiceGroups		After start/restart
queues	queueAccepted	Webengagement_Accepted	Immediately
queues	queueEngaged	Webengagement_Engaged	Immediately
queues	queueFailed	Webengagement_Failed	Immediately
queues	queueMissed	Webengagement_Missed	Immediately
queues	queueQualified	Webengagement_Qualified	Immediately
queues	queueRejected	Webengagement_Rejected	Immediately
queues	queueTimeout	Webengagement_Timeout	Immediately
security	auth-scheme	none	After start/restart
security	password		After start/restart
security	user-id		After start/restart
userData	eventType.ACTIONABLE		Immediately
userData	keysToPropagate		Immediately
userData	SignIn	timezoneOffset	Immediately
userData	UserInfo	timezoneOffset	Immediately
userData	VisitStarted	timezoneOffset	Immediately
webcallback	phoneNumber	PhoneNumber	Immediately
webcallback	webcallbackQueueSubmit	New	Immediately
Section	Option	Default	Changes Take Effect