Interaction Concentrator

Genesys Configuration Options Current

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Interaction Concentrator Options Reference

Welcome to the Options Reference for Interaction Concentrator. This document provides full information about all the configuration options that are set on the Interaction Concentrator application object and in Interaction Concentrator–related configuration sections on other objects, such as DNs.

Interaction Concentrator Application

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

- callconcentrator
- custom-states
- dbw-error-reactions
- filter-data
- http
- listeners
- log

> ### 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
callconcentrator	acc-proc-tout		
callconcentrator	acc-queue-lifespan	5	Immediately
callconcentrator	acc-queue-size	500	Immediately
callconcentrator	adata-default-storage	public	After restart
callconcentrator	adata-extensions-history	none	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
callconcentrator	adata-reasons-history	none	After restart
callconcentrator	adata-spec-name	ccon_adata_spec.xml	Immediately
callconcentrator	adata-userdata-history	none	After restart
callconcentrator	advanced-ext-party-reconstruction	0	Immediately.
callconcentrator	agent-pstorage-name	apstorage.db	After restart
callconcentrator	calls-in-the-past	0	After restart
callconcentrator	cfg-annex	0	After restart
callconcentrator	cfg-auto-resync	0	Immediately.
callconcentrator	cfg-dbname	cfg-sync.db	After restart
callconcentrator	cfg-long-vag-script	0	Immediately
callconcentrator	cluster-iproxy-udata	cfg	After restart
callconcentrator	cseq-adjustment	0	Immediately
callconcentrator	db-schema-name		After restart
callconcentrator	dbw-request-tout	600	Immediately
callconcentrator	dbw-seq-step	500	After restart
callconcentrator	dbw-seq-tout	60	Immediately
callconcentrator	dest-busy-processing	0	Immediately
callconcentrator	dss-no-data-tout	300	After restart
callconcentrator	enable-fwd-on-routing	0	Immediately
callconcentrator	enable-supervision-subscription	false	After restart
callconcentrator	extended-route-result	0	After restart
callconcentrator	gcti-mode-monitoring	0	After restart
callconcentrator	gcti-re-registration-tout	0 10	Immediately
callconcentrator	gls-active-reason-codes	0	After restart
callconcentrator	gls-acw-first	0	After restart
callconcentrator	gls-enforce-reason-code	0	After restart.
callconcentrator	gls-stats-update	0	After restart
callconcentrator	gls-stats-update-delta	10	After restart
callconcentrator	gls-store-event-seq	1	After restart
callconcentrator	gos-write-duplicate-metrics	0	After restart
callconcentrator	gos-write-metrics	1	After restart
callconcentrator	gos-write-metrics-only	0	After restart
callconcentrator	gud-cust-disp	0	Immediately
callconcentrator	gud-cust-disp-groups	16	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
callconcentrator	http-protocol-enabled	1	After restart
callconcentrator	ignore-milliseconds	0	Immediately
callconcentrator	log-call-failure	0	Immediately
callconcentrator	max-userdata-length	255	Immediately
callconcentrator	mcr-om-processing	1	After restart
callconcentrator	om-check-filter-flag	1	After restart
callconcentrator	om-flush-adata	0	Immediately
callconcentrator	om-force-adata	0	After restart
callconcentrator	om-max-in-memory	100	After restart
callconcentrator	om-memory-optimization	0	After restart
callconcentrator	partition-type	0	Immediately
callconcentrator	ph-use-epn	0	Immediately
callconcentrator	pq-backlog-alarm-threshold	0	After restart
callconcentrator	pq-backlog-clearance-threshold	0	After restart
callconcentrator	pq-dbname	icon_<dbid>.pq	After restart
callconcentrator	pq-purge-number	10	Immediately
callconcentrator	pq-startup-check	1	After restart
callconcentrator	pq-startup-purge	0	After restart
callconcentrator	role	all	After restart
callconcentrator	route-res-vqid-hist-enabled	0	After restart
callconcentrator	ssc-processing	1	Immediately
callconcentrator	start-cfg-sync	-1	Immediately
callconcentrator	store-releasing-party	0	After restart
callconcentrator	store-route-result-reliability	0	After restart
callconcentrator	support-unicode	0	After restart
callconcentrator	suppress-user-data	1	After restart
callconcentrator	sync-call-data-limit	1000000	Immediately
callconcentrator	timestamp-processing	0	Immediately
callconcentrator	trim-broken-utf8	0	Immediately
callconcentrator	tsync-threshold	1000	Immediately
callconcentrator	update-ixn-f-adata	false	Immediately
callconcentrator	use-dss-monitor	0	After restart
callconcentrator	use-nts-call-state	0	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
callconcentrator	use-server-partyuuid	0	After restart
callconcentrator	vq-write-mode	0	After restart
custom-states	AgentRecordUserTypes		Immediately
custom-states	AgentUserFields	No default value	After restart
custom-states	EventData	No default value	Immediately
custom-states	EventExtensions	No default value	Immediately
custom-states	GlobalData	No default value	Immediately
custom-states	max-party-info	16	Immediately
custom-states	store-event-data	none	Immediately
custom-states	store-event-extensions	none	Immediately
dbw-error-reactions	uniqueness		Immediately
filter-data	acd-party-history	0	After restart
filter-data	acd-party-metrics	0	After restart
filter-data	call-history	0	After restart
filter-data	call-metrics	0	After restart
filter-data	external-party	0	After restart
filter-data	gls-all	0	After restart
filter-data	gls-ivr	0	After restart
filter-data	gls-metrics	0	After restart
filter-data	gls-no-person	0	After restart
filter-data	gls-queue	0	After restart
filter-data	gls-wm	0	After restart
filter-data	ir-history	0	After restart
filter-data	observer-party	0	After restart
filter-data	udata-history-terminated	0	After restart
http	port	No default value	After restart
http	protocol	sip	Immediately
http	transport	TCP	Immediately
listeners	user-named-option	No default value	Immediately
log	x-conn-debug-open	As specified by the x-server-trace-level option	Immediately
log	x-conn-debug-select	As specified by the x-server-trace-level option	Immediately
log	x-conn-debug-timers	As specified by the x-server-trace-level option	Immediately
log	x-conn-debug-write	As specified by the x-server-trace-level option	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
log	x-print-attached-data	0	Immediately
log	x-print-treatment-attr	1	Immediately
log	x-server-config-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-dbw-debug-level	As specified by the x-server-trace-level option	Immediately
log	x-server-dbw-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-debug-level	0	Immediately
log	x-server-gcti-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-http-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-smtp-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-trace-level	0	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Other Configuration Objects

Switch

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

Section	Option	Default	Changes Take Effect
gts	call-deletion-timeout	30	Immediately
gts	delivered-flag	0, 2	After restart
gts	emulate-event-queued-extrp	-1	Immediately
gts	emulate-event-queued-rp	-1	Immediately
gts	emulate-event-queued-rq	-1	Immediately
gts	fix-time-stamps	0	After restart
gts	gcti-re-registration-tout	0 10	Immediately
gts	gls-acw-first	-1	After restart
gts	gls-associations-rule	-1, 0	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
gts	gls-enable-acw-busy	1	After restart
gts	gls-flag-on-disconnect	0	Immediately
gts	gls-improve-data-for-agent	0	After restart
gts	gls-max-duration	0	Immediately
gts	gls-max-inactivity	0	Immediately
gts	gls-use-ts-id	1	After restart
gts	gts-dnis-detection	0	After restart
gts	lookup-queue-on-ringing	1, 0	After restart
gts	min-tsync-roundtrip	50	Immediately
gts	ring-divert	0	After restart
gts	same-dn	0	After restart
gts	sst-options	0	After restart
gts	support-dn-type-N	-1	After ICON connects or reconnects to T-Server
gts	suppress-user-data	-1	After restart
gts	switch-multi-links-enabled	0	After restart
gts	sync-calls-on-switchover	1	Immediately
gts	third-party-queue-in-divert	0	After restart
gts	use-server-partyuuid	-1	After restart
gts	valid-digits	0123456789	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Interaction_Concentrator

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

- callconcentrator
- custom-states
- dbw-error-reactions
- filter-data
- http
- listeners
- log

> **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
callconcentrator	acc-proc-tout		
callconcentrator	acc-queue-lifespan	5	Immediately
callconcentrator	acc-queue-size	500	Immediately
callconcentrator	adata-default-storage	public	After restart
callconcentrator	adata-extensions-history	none	After restart
callconcentrator	adata-reasons-history	none	After restart
callconcentrator	adata-spec-name	ccon_adata_spec.xml	Immediately
callconcentrator	adata-userdata-history	none	After restart
callconcentrator	advanced-ext-party-reconstruction	0	Immediately.
callconcentrator	agent-pstorage-name	apstorage.db	After restart
callconcentrator	calls-in-the-past	0	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
callconcentrator	cfg-annex	0	After restart
callconcentrator	cfg-auto-resync	0	Immediately.
callconcentrator	cfg-dbname	cfg-sync.db	After restart
callconcentrator	cfg-long-vag-script	0	Immediately
callconcentrator	cluster-iproxy-udata	cfg	After restart
callconcentrator	cseq-adjustment	0	Immediately
callconcentrator	db-schema-name		After restart
callconcentrator	dbw-request-tout	600	Immediately
callconcentrator	dbw-seq-step	500	After restart
callconcentrator	dbw-seq-tout	60	Immediately
callconcentrator	dest-busy-processing	0	Immediately
callconcentrator	dss-no-data-tout	300	After restart
callconcentrator	enable-fwd-on-routing	0	Immediately
callconcentrator	enable-supervision-subscription	false	After restart
callconcentrator	extended-route-result	0	After restart
callconcentrator	gcti-mode-monitoring	0	After restart
callconcentrator	gcti-re-registration-tout	0 10	Immediately
callconcentrator	gls-active-reason-codes	0	After restart
callconcentrator	gls-acw-first	0	After restart
callconcentrator	gls-enforce-reason-code	0	After restart.
callconcentrator	gls-stats-update	0	After restart
callconcentrator	gls-stats-update-delta	10	After restart
callconcentrator	gls-store-event-seq	1	After restart
callconcentrator	gos-write-duplicate-metrics	0	After restart
callconcentrator	gos-write-metrics	1	After restart
callconcentrator	gos-write-metrics-only	0	After restart
callconcentrator	gud-cust-disp	0	Immediately
callconcentrator	gud-cust-disp-groups	16	After restart
callconcentrator	http-protocol-enabled	1	After restart
callconcentrator	ignore-milliseconds	0	Immediately
callconcentrator	log-call-failure	0	Immediately
callconcentrator	max-userdata-length	255	Immediately
callconcentrator	mcr-om-processing	1	After restart
callconcentrator	om-check-filter-flag	1	After restart
callconcentrator	om-flush-adata	0	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
callconcentrator	om-force-adata	0	After restart
callconcentrator	om-max-in-memory	100	After restart
callconcentrator	om-memory-optimization	0	After restart
callconcentrator	partition-type	0	Immediately
callconcentrator	ph-use-epn	0	Immediately
callconcentrator	pq-backlog-alarm-threshold	0	After restart
callconcentrator	pq-backlog-clearance-threshold	0	After restart
callconcentrator	pq-dbname	icon_<dbid>.pq	After restart
callconcentrator	pq-purge-number	10	Immediately
callconcentrator	pq-startup-check	1	After restart
callconcentrator	pq-startup-purge	0	After restart
callconcentrator	role	all	After restart
callconcentrator	route-res-vqid-hist-enabled	0	After restart
callconcentrator	ssc-processing	1	Immediately
callconcentrator	start-cfg-sync	-1	Immediately
callconcentrator	store-releasing-party	0	After restart
callconcentrator	store-route-result-reliability	0	After restart
callconcentrator	support-unicode	0	After restart
callconcentrator	suppress-user-data	1	After restart
callconcentrator	sync-call-data-limit	1000000	Immediately
callconcentrator	timestamp-processing	0	Immediately
callconcentrator	trim-broken-utf8	0	Immediately
callconcentrator	tsync-threshold	1000	Immediately
callconcentrator	update-ixn-f-adata	false	Immediately
callconcentrator	use-dss-monitor	0	After restart
callconcentrator	use-nts-call-state	0	Immediately
callconcentrator	use-server-partyuuid	0	After restart
callconcentrator	vq-write-mode	0	After restart
custom-states	AgentRecordUserTypes		Immediately
custom-states	AgentUserFields	No default value	After restart
custom-states	EventData	No default value	Immediately
custom-states	EventExtensions	No default value	Immediately
custom-states	GlobalData	No default value	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
custom-states	max-party-info	16	Immediately
custom-states	store-event-data	none	Immediately
custom-states	store-event-extensions	none	Immediately
dbw-error-reactions	uniqueness		Immediately
filter-data	acd-party-history	0	After restart
filter-data	acd-party-metrics	0	After restart
filter-data	call-history	0	After restart
filter-data	call-metrics	0	After restart
filter-data	external-party	0	After restart
filter-data	gls-all	0	After restart
filter-data	gls-ivr	0	After restart
filter-data	gls-metrics	0	After restart
filter-data	gls-no-person	0	After restart
filter-data	gls-queue	0	After restart
filter-data	gls-wm	0	After restart
filter-data	ir-history	0	After restart
filter-data	observer-party	0	After restart
filter-data	udata-history-terminated	0	After restart
http	port	No default value	After restart
http	protocol	sip	Immediately
http	transport	TCP	Immediately
listeners	user-named-option	No default value	Immediately
log	x-conn-debug-open	As specified by the x-server-trace-level option	Immediately
log	x-conn-debug-select	As specified by the x-server-trace-level option	Immediately
log	x-conn-debug-timers	As specified by the x-server-trace-level option	Immediately
log	x-conn-debug-write	As specified by the x-server-trace-level option	Immediately
log	x-print-attached-data	0	Immediately
log	x-print-treatment-attr	1	Immediately
log	x-server-config-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-dbw-debug-level	As specified by the x-server-trace-level option	Immediately
log	x-server-dbw-trace-level	As specified by the x-server-trace-level option	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
log	x-server-debug-level	0	Immediately
log	x-server-gcti-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-http-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-smtp-trace-level	As specified by the x-server-trace-level option	Immediately
log	x-server-trace-level	0	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

callconcentrator Section

- acc-proc-tout
- acc-queue-lifespan
- acc-queue-size
- adata-default-storage
- adata-extensions-history
- adata-reasons-history
- adata-spec-name
- adata-userdata-history
- advanced-ext-party-reconstruction
- agent-pstorage-name
- calls-in-the-past
- cfg-annex
- cfg-auto-resync
- cfg-dbname
- cfg-long-vag-script
- cluster-iproxy-udata
- cseq-adjustment
- db-schema-name
- dbw-request-tout
- dbw-seq-step
- dbw-seq-tout
- dest-busy-processing
- dss-no-data-tout
- enable-fwd-on-routing
- enable-supervision-subscription
- extended-route-result
- gcti-mode-monitoring
- gcti-re-registration-tout
- gls-active-reason-codes
- gls-acw-first
- gls-enforce-reason-code
- gls-stats-update
- gls-stats-update-delta
- gls-store-event-seq
- gos-write-duplicate-metrics
- gos-write-metrics
- gos-write-metrics-only
- gud-cust-disp
- gud-cust-disp-groups
- http-protocol-enabled
- ignore-milliseconds
- log-call-failure
- max-userdata-length
- mcr-om-processing
- om-check-filter-flag
- om-flush-adata
- om-force-adata
- om-max-in-memory
- om-memory-optimization
- partition-type
- ph-use-epn
- pq-backlog-alarm-threshold
- pq-backlog-clearance-threshold
- pq-dbname
- pq-purge-number
- pq-startup-check
- pq-startup-purge
- role
- route-res-vqid-hist-enabled
- ssc-processing
- start-cfg-sync
- store-releasing-party
- store-route-result-reliability
- support-unicode
- suppress-user-data
- sync-call-data-limit
- timestamp-processing
- trim-broken-utf8
- tsync-threshold
- update-ixn-f-adata
- use-dss-monitor
- use-nts-call-state
- use-server-partyuuid
- vq-write-mode

acc-proc-tout

Default Value:
Valid Values:
Changes Take Effect:

In all 8.x releases of Interaction Concentrator, this option has a hard-coded value of 1 second and does not require you to set a value. If you change the option value, Interaction Concentrator disregards it.

In releases up to 8.1.514.08, this option was incorrectly described as having a configurable value.

acc-queue-lifespan

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

Specifies the interval, in seconds, during which ICON accumulates records in its in-memory queue before writing them to a persistent queue (as the first stage of serialization). The process of writing to a persistent queue is triggered when the limit set either by this option or by the **acc-queue-size** option is exceeded.

acc-queue-size

Default Value: 500
Valid Values: Any positive integer
Changes Take Effect: Immediately

Specifies the maximum number of serialization records that ICON keeps in the in-memory queue before writing them to a persistent queue (as the first stage of serialization). The process of writing to a persistent queue is triggered when the limit set either by this option or by the **acc-queue-lifespan** option is exceeded. This option also defines the size of a database writing transaction.

adata-default-storage

Default Value: public
Valid Values: public, secure
Changes Take Effect: After restart

Specifies the default destination for storing attached data for keys not included in the XML specification file denoted by the **adata-spec-name** option value. ICON processes this option only if you enable attached data storage by setting the role option to either `all` or gud. This option applies to both voice and multimedia interactions.

Valid Values:

- `public` - Data is stored in the G_USERDATA_HISTORY table.
- `secure` - Data is stored in the G_SECURE_USERDATA_HISTORY table.

Notes:

- The values for the hardcoded **attr_is_online** and **attr_itx_agent_id** attributes are always stored in the G_USERDATA_HISTORY table.
- For descriptions of the valid values, see Storage Types in the *Interaction Concentrator User's Guide*.

adata-extensions-history

Default Value: none
Valid Values: none, first, last, all
Changes Take Effect: After restart

Specifies what changes to a key's value must be recorded in IDB for a key that originates from the Extensions TEvent attribute but that is not included in the XML specification file denoted by the **adata-spec-name** option value. ICON processes this option only if you enable attached data storage by setting the **role** option to either `all` or gud.

This option applies to voice and multimedia interactions.

Valid Values:

- `none` - No value for a given key is recorded in IDB.
- `first` - Only the first value for a given key is recorded in IDB.
- `last` - Only the last value for a given key is recorded in IDB.
- `all` - Every change in value for a given key is recorded in IDB.

adata-reasons-history

Default Value: none
Valid Values: none, first, last, all
Changes Take Effect: After restart

Specifies what changes to a key's value must be recorded in IDB for a key that originates from the Reasons TEvent attribute but that is not included in the XML specification file specified by the **adata-spec-name** option value. ICON processes this option only if you enable attached data storage by setting the **role** option to either `all` or gud.

This option applies to voice interactions only.

Valid Values:

- `none` - No value for a given key is recorded in IDB.
- `first` - Only the first value for a given key is recorded in IDB.
- `last` - Only the last value for a given key is recorded in IDB.
- `all` - Every change in value for a given key is recorded in IDB.

adata-spec-name

Default Value: ccon_adata_spec.xml
Valid Values: Any valid file name > any string
Changes Take Effect: Immediately

Indicates the name of the XML file that contains the attached data specification; optionally you can follow the file name with the > character and then a string specifying an update option, as explained in the extended description. ICON processes this option only if you enable attached data storage by setting the **role** option to either `all` or gud.

For more information about the attached data specification, see Attached Data Specification File in the *Interaction Concentrator Deployment Guide*.

The first part of the value is any file name that is valid in the context of your environment. After reading the value for this option, ICON compares the file name with the previous one (if any). If there is a difference, ICON uses the new value and loads the new attached data specification.

Example:

- First value: **ccon_adata_spec.xml**
- Second value: **ccon_adata_spec2.xml**

ICON now uses the specification from **ccon_adata_spec2.xml**.

The second part of the value, which is optional, consists of the > character followed by any string.

ICON compares second part (the substring after the > sign) of new value with the previous one. If there is a difference in the second part, ICON returns to the first part of the option value and reloads the attached data specification, even though the file name is the same as it was previously.

Example:

- First value: `ccon_adata_spec.xml > 3`
- Second value: `ccon_adata_spec.xml > upd`

ICON rereads the specification from **ccon_adata_spec.xml.**

adata-userdata-history

Default Value: none
Valid Values: none, first, last, all
Changes Take Effect: After restart

Specifies what changes to a key's value must be recorded in IDB for a key that originates from the UserData reporting event attribute, but that is not included in the XML specification file specified by the **adata-spec-name** option value. ICON processes this option only if you enable attached data storage by setting the role option to either `all` or gud.

This option applies to voice and multimedia interactions.

Valid Values:

- `none` - No value for a given key is recorded in IDB.
- `first` - Only the first value for a given key is recorded in IDB.
- `last` - Only the last value for a given key is recorded in IDB.
- `all` - Every change in value for a given key is recorded in IDB.

advanced-ext-party-reconstruction

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately.
Dependencies: delivered-flag

For environments using SIP Server, Interaction Concentrator (ICON) supports call scenarios in which a call is sent from a monitored to an unmonitored site, and no party associated with the call remains on the monitored site. In these scenarios, the external party to which the call was sent can be reconstructed and stored in IDB.

- To use this functionality, you must also set the value for the **delivered-flag** option in the **[gts]** section of the Switch object's **Annex** tab to 1.

Valid Values:

- `0` - No external party is created.
- 1 - Enables advanced processing to create an external party in specific call scenarios in which a call is sent from a monitored to an unmonitored site and no party associated with the call remains on the monitored site.

The following are examples of call scenarios for which you might need Interaction Concentrator to reconstruct the external party on the unmonitored site:

- Single-step transfer to an external number.

- Single-step transfer to a Routing Point, which then routes the call to an external number.
- Redirection of a call to an external number.
- Routing of a call to an external number in such a way that no party that is associated with this call remains on the monitored site.

The non-monitored external party in these call scenarios is reported on and stored in IDB in the ALERTING state. This affects the following statistics:

- G_PARTY_STAT.TT_ON_CONNECTED - The total time, in seconds, that all parties in a call were in the CONNECTED state during the lifetime of the party.
- G_CALL_STAT.TT_CONNECTED - The total time, in seconds, during which all parties in a call were simultaneously in the CONNECTED state.

agent-pstorage-name

Default Value: apstorage.db
Valid Values: Any valid file name
Changes Take Effect: After restart

Specifies the name of the persistent cache file that ICON creates and uses to store information about agent login sessions before writing the information to IDB.

calls-in-the-past

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON stores data for multimedia interactions that begin while ICON is down, or while ICON has no connection to Interaction Server. The data stored for reconstructed interactions is the same as the data stored for the interactions that ICON tracks from their beginning.

Valid Values:

- `1` - ICON reconstructs operational data about a Multimedia interaction that is already in progress when ICON receives one or more of the following reporting events from Interaction Server: EventPlacedInQueue, EventPlacedInWorkbin, EventAgentInvited, EventPartyAdded.
- `0` - ICON does not record data for multimedia interactions that begin while ICON is down, or while ICON has no connection to Interaction Server.

Notes:

- The values `true` and `false` are also valid.
- ICON cannot restore a correct timestamp of interaction record creation, or the information about

previous parties, or the first values of user data keys.

- In releases from 8.1.000.14 through 8.1.100.34, setting the **om-memory-optimization** option to 1 causes old interactions to be re-created in spite of setting the **calls-in-the-past** option to `0`. In release 8.1.100.36 and higher, the **calls-in-the-past** option is no longer overridden by setting the **om-memory-optimization** option to 1.

cfg-annex

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Enables ICON to store data in the GC_ANNEX table, which stores changes to all options on the **Annex** tabs of Person, Agent Group, Agent Login, DN, DN Group, and Switch objects. This data enables Genesys Interactive Insights 8.1.4 and higher to control visibility of certain data and reports based on attributes such as geographical location, business line, or organization structure. This data is stored only when ICON has the `cfg` role and the value for this option set to 1.

After you set the value for **cfg-annex** to 1 and then restart ICON, the GC_ANNEX table is populated with updates to **Annex** tab objects. You can then start the ICON configuration resynchronization process to populate the GC_ANNEX table with options that were present before you set the **cfg-annex** option to 1.

- `1` - ICON processes changes to the specified **Annex** tab options and stores the data to IDB.
- `0` - ICON does not process changes to the specified **Annex** tab options.

cfg-auto-resync

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately.

Specifies whether ICON will automatically initiate resynchronization of configuration data between Configuration Server data and IDB with the `cfg` role when an inconsistency is detected.

Valid Values:

- `0` - ICON does not initiate automatic resynchronization.
- `1` - ICON initiates automatic resynchronization.

cfg-dbname

Default Value: cfg-sync.db

Valid Values: Any valid file path, absolute or relative, to the ICON start directory, and any valid file name.
Changes Take Effect: After restart

Controls the name and location of the persistent cache file where Configuration Server data used by ICON is stored locally. You can use this in order to run multiple ICON Applications from the same directory using the same executable. Each ICON Application must have a different value for the three following options: **cfg-dbname**, **pq-dbname**, and **agent-pstorage-name**. If the ICON Applications are configured to write log data to a file or files, these filenames should also be different.

Notes:

- This file is created only when ICON has `cfg` role set. For more on this role, see the description of the **role** option.
- This file should be on a local hard drive. Avoid placing it on a network or removable drive.

If the specified file name or path is invalid or cannot be opened for writing (such as when it is a read-only file or is located in a write-protected directory), ICON will try to rename it and then create a new file. If it cannot create a new file, ICON prints two standard-level error messages (ICON log events 09-25012 and 09-25024) and then exits.

cfg-long-vag-script

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Introduced: 8.1.514.47

For virtual agent group (VAG) skills expressions, which ICON stores in the Script column in the GC_GROUP table, specifies whether ICON stores values up to 1024 characters or limits the values to 255 characters, truncating the skills expressions if necessary.

Valid Values:

- `1` - ICON stores VAG skills expressions values up to 1024 characters.
- `0` - ICON stores VAG skills expression values up to 255 characters.

Note: The values `true` and `false` are also valid.

cluster-iproxy-udata

Default Value: cfg
Valid Values: cfg, none, all
Changes Take Effect: After restart
Related Options: adata-userdata-history

This configuration option supports Genesys Engage cloud implementations only. It specifies the keys

that ICON receives from the SIP Server IProxy port in AttributeUserData.

Notes:

- The adata-userdata-history option continues to control the processing of the keys received.
- This option does not affect EventUserEvent processing. EventUserEvent provides all userdata no matter what value you set for the following option.

Valid Values:

- `none` - The SIP Server IProxy connection sends no keys.
- `cfg` - The IProxy connection sends keys from the XML configuration file.
- `all` - The IProxy connection sends all available keys.

cseq-adjustment

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: Immediately
Introduced: 8.1.000.37, 8.1.100.34

Improves sequence tracking for user data in the G_USERDATA_HISTORY table, which enables downstream reporting applications, such as Genesys Info Mart, to correctly associate user data with interaction activity when user data updates occur within the same second that the call is transferred or terminated.

To preserve compatibility with legacy behavior, **cseq-adjustment** enables you to control whether ICON implements improved behavior for populating the CSEQ field in the G_USERDATA_HISTORY table.

Valid Values:

- `0` - Compatibility mode. Preserves legacy behavior for pre-8.x Genesys Info Mart releases. See the extended description for a relevant known issue.
- `1` - Preserves legacy behavior, but corrects the known issue (see extended description). ICON stores correct values in the CSEQ field in the G_USERDATA_HISTORY table for all scenarios.
- `2` - Compatibility mode for Genesys Info Mart 8.x releases. ICON modifies the value of the CSEQ field in the G_USERDATA_HISTORY table to match the behavior that Genesys Info Mart 8.x expects.

This option is available in release 8.1.000.37 [05/02/2013] and in release 8.1.100.34 [10/01/2013] and higher. It is not included in release 8.1.100.25.

Note: The value `0` preserves legacy behavior, which includes the following known issue:

The value set in the CSEQ field in the G_USERDATA_HISTORY table sometimes behaves inconsistently. In some scenarios, the last CSEQ value is recorded, in other scenarios the next CSEQ value is recorded. This prevents Genesys Info Mart from consistently associating user data with the correct INTERACTION_RESOURCE_FACT if both a user data update and the end of the IRF record occur during the same second. (ER# 312034811)

To retain legacy behavior but correct the known issue, set the option value to 1.

db-schema-name

Default Value:
Valid Values: Any string
Changes Take Effect: After restart

Specifies the database schema name ICON uses when the RDBMS requires an explicit schema name to be specified when executing stored procedures. For information about what the term *schema name* means and for any delimiters that the RDBMS syntax requires, see the vendor documentation for your RDBMS.

dbw-request-tout

Default Value: 600
Valid Values: Any non-negative integer
Changes Take Effect: Immediately

Specifies the amount of time, in seconds, that ICON waits for the completion of a database writing transaction. If a transaction is not completed when this interval expires, ICON generates an error message and forces the transaction to be rolled back.

dbw-seq-step

Default Value: 500
Valid Values: Any non-negative integer
Changes Take Effect: After restart

Specifies the reservation value that ICON uses when updating the counter in the SEQCOUNTER field of the G_PROV_CONTROL table. At startup, ICON reads the initial counter value (*M*) from the G_PROV_CONTROL table, increments the counter in every database transaction, and writes the new value into the GSYS_SEQ or GSYS_USEQ field of the tables that are participating in the transaction.

ICON updates the value of the SEQCOUNTER field in the G_PROV_CONTROL table as follows:

1. During the first database transaction after startup, ICON inserts the sum (L=M+N) of the initial counter value (*M*) and the reservation value specified by the **dbw-seq-step** option (*N*). For example, if the initial value that ICON retrieves at startup is 700, and if you keep the default value of 500 for the **dbw-seq-step** option, ICON writes 1200 during the first transaction.
2. During the next *N*-1 transactions, ICON does not update the G_PROV_CONTROL table, but updates only those tables that are participating in the transactions.
3. During the Nth transaction, ICON inserts into the G_PROV_CONTROL table a new value (*K*=*L*+*N*) that is

the sum of the current counter value (*L*) set in Step 1 and the reservation value (*N*).
Continuing the example from Step 1, during the 500th transaction, ICON writes the new counter value of 1700.

4. During each subsequent *N*th transaction, ICON uses the same logic to update the value of the SEQCOUNTER field in the G_PROV_CONTROL table.

dbw-seq-tout

Default Value: 60
Valid Values: Any non-negative integer
Changes Take Effect: Immediately

Specifies the amount of time, in seconds, after which ICON writes the current value of the transaction counter to the SEQCURRENT field in the G_PROV_CONTROL table. The ICON merge procedure relies on this field for the detection of newly-updated records. (For more information, see the section about the merge stored procedure in the *Interaction Concentrator User's Guide.*)

dest-busy-processing

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately

This option dynamically enables you to specify how to handle EventDestinationBusy TEvents.

Valid Values:

- 1 - ICON processing of EventDestinationBusy records the cause of the party state change; cceventcause is set to `busy` (value = 1).
- `0` - ICON processing of EventDestinationBusy does not record the cause of the party state change; cceventcause is set to `normal` (value = 6). This preserves ICON legacy behavior (prior to release 8.0.000.37).

Note: The values `true` and `false` are also valid.

dss-no-data-tout

Default Value: 300
Valid Values: 60-86400
Changes Take Effect: After restart

Specifies the time interval, in seconds, after which, if no new data has been written to the persistent queue, ICON creates a "no data" record for the applicable provider and updates the NODATA_IUTC field in the applicable G_DSS_*_PROVIDER table. The NoData indication enables you to distinguish cases in which there was no data from those in which a connection problem prevented the data from

being properly recorded.

enable-fwd-on-routing

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Introduced: 8.1.514.52

Improves support of scenarios where forwarding occurred during call routing, by enabling correct party records to be created when redirection is detected.

Valid values:

- `0` — Preserves legacy behavior, which might result in incorrect party creation timestamps in the G_PARTY table.
- `1` — Correct party records are created when forwarding occurs during call routing.

enable-supervision-subscription

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: sip-enable-call-info and sip-enable-call-info-extended
Introduced: 8.1.514.09
Related Feature: Support reporting on agent supervision (monitoring)
Related Options: store-event-extensions, EventExtensions

Set this option to `true` to turn on recording of data relating to supervisor monitoring of agent calls.

> **Important**
>
> To use this functionality, you must also set the values for the following SIP Server options to true: **sip-enable-call-info** and **sip-enable-call-info-extended**.

If you intend to report on agent supervision, you must also set the **[custom-states]**:**store-event-extensions** option to `all` or `conf` and, optionally, use the **[custom-states]**:**EventExtensions** option to specify particular KVPs to store.

extended-route-result

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart
Related Options: report_reasons, report_targets

Specifies whether ICON stores extended routing results (statuses of interactions distributed by URS 7.6) in IDB.

Valid Values:

- `0` - ICON stores route results in G_VIRTUAL_QUEUE and G_ROUTE_RESULT IDB tables as implemented in ICON release 7.5.
- `1` - ICON stores extended routing results in G_VIRTUAL_QUEUE and G_ROUTE_RESULT IDB tables as implemented in ICON release 7.6.

Notes:

- The values `true` and `false` are also valid.
- For details about the routing results stored in IDB when **extended-route-result** = `0` or `1`, refer to the chapter about monitoring virtual queues and route points in the *Interaction Concentrator User's Guide.*
- Writing extended routing results into IDB (G_ROUTE_RESULT and G_VIRTUAL_QUEUE IDB tables) requires:
  - Universal Routing Server (URS) release 7.6.
  - URS configuration options **report_reasons** and **report_targets** set to `true`.

gcti-mode-monitoring

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Regulates the mode that ICON uses for multi-site scenario recognition.

Valid Values:

- `1` - Enables scenario recognition logic that was implemented in ICON release 7.6.000.21.
- `0` - Preserves ICON legacy behavior (prior to release 7.6.000.21).

gcti-re-registration-tout

Default Value: 0 10
Valid Values: 0, any integer between 10 and 1800 (seconds)[space] any integer between 10 and 1800 (seconds)
Changes Take Effect: Immediately
Introduced: On the Switch level: 8.1.503.03; on the ICON Application level: 8.1.514.09
Related Feature: Configuring DN Re-registration

Enables you to control the re-registration timer, which enables you to set up a DN re-registration procedure on the T-Server/SIP Server link. Re-registration attempts will continue until all unregistered DNs on the specified Switch are registered.

This option is configured on the ICON Application object, or on the Switch configuration object, or both. If it is set only on the ICON Application object, it applies to all switches ICON is configured to monitor. If any Switch object is configured with a value different from that set on the ICON Application object, the Switch value takes precedence for that Switch.

This option contains two parameters, which control the following:

- Minimum re-registration timeout
- Maximum re-registration timeout

Configure the option as two integers separated by a space: `minimum maximum`

If you do not configure **gcti-re-registration-tout** (which is equivalent to setting the min re-registration timeout to `0`), ICON does not perform re-registration of DNs on this T-Server link. (Note that initial DN-list registration procedure is always performed when ICON starts up).

On connecting to T-Server/SIP Server, ICON starts the registration procedure. If ICON receives DN registration errors, it will continue attempts to register the unregistered DNs, increasing the timeout by the previous timeout value x 1.5 with each attempt, until ICON reaches the specified maximum re-registration timeout value.

Important: The increase in the timeout value is intended to reduce network traffic load.

After reaching the max re-registration timeout, ICON returns to the minimum re-registration timeout value and starts the process of building to the maximum timeout again. This process continues indefinitely. After all DNs are registered, ICON deletes the re-registration timer and stops sending requests.

Invalid Values:

- If you enter an invalid value for the minimum, the value defaults to `0` and no re-registration attempts occur.
- If you enter an invalid value for the maximum, the value defaults to `10`.

Reasons the Timer Might Reset

If you do either of the following, the current re-registration timeout is reset to the minimum timeout value:

- If the minimum value is changed.
- If the maximum value is decreased compared to the previous value.

If the maximum value is increased compared to the previous value, ICON continues the re-registration procedure until the re-registration timeout exceeds the new maximum value.

Examples

- `20`—ICON starts re-registration attempts every 20 seconds. Attempts are endless.
- `10`—ICON starts re-registration attempts every 10 seconds. Attempts are endless.
- `3`—ICON does try to re-register. The invalid minimum value is reset to `0`.

- `60 600`—ICON starts re-registration attempts starting at 60 seconds and then increasing the timeout with every attempt in the following pattern: 60 seconds, 90 seconds (60 x 1.5), 135 seconds (90 x 1.5), and so on, until it reaches the max timeout value of 600 seconds. Then ICON continues re-registration attempts starting from the minimum timeout value and repeating the sequence indefinitely.
- `5 300`—ICON does not start re-registration attempts. The invalid minimum value is reset to `0`.

Limitation: This functionality applies to voice Switches only.

Limitation: There is a possible scenario in which ICON has sent TRegisterAddress but does not receive an EventError response from T-Server/SIP Server. Because ICON does not receive a response to the previous request, it does not try to send re-registration requests for this DN until the delayed message arrives or until the next time ICON reconnects with the associated T-Server/SIP Server.

gls-active-reason-codes

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON captures and stores the values of active agent state reason codes.

Valid Values:

- 1 - ICON captures active agent state reason codes, and temporarily stores the values in the G_AGENT_STATE_RC_A table in IDB. When the reason code is terminated, ICON deletes the record from the G_AGENT_STATE_RC_A table, and it creates a new record for the terminated reason code in the G_AGENT_STATE_RC table, which stores the values of reason codes that have been changed or terminated.
- `0` - ICON stores information about agent state reason codes only when the reason code is changed or terminated. The information is stored in the G_AGENT_STATE_RC table.

Note: The values `true` and `false` are also valid.

gls-acw-first

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies which interaction ICON associates with after-call work (ACW). By default, ICON associates after-call work metrics with the voice interaction that immediately precedes the completion of the after-call work (the last voice interaction).

Setting this option to 1 enables ICON to associate after-call work with the voice interaction that most recently changed the agent's state from NotBusy to Busy (the first voice interaction). In this case, subsequent voice interactions that occur during the period of after-call work are considered as related to ACW processing and should not interrupt measurement of ACW-related metrics.

When the agent logs out, changes his or her state to Ready, or goes NotReady for any reason other than to perform after-call work, ICON reports the end of the current ACW state.

This option applies to all switches that ICON is configured to monitor. However, the value of this option set in the the Switch configuration object overrides, for that Switch, the value set in the ICON Application object.

Valid Values:

- `1` - ICON associates the first voice interaction with after-call work.
- `0` - ICON associates the last voice interaction with after-call work.

Note: The values `true` and `false` are also valid.

gls-enforce-reason-code

Default Value: 0
Valid Values: 0, 1, 2, 3
Changes Take Effect: After restart.

Enables you to control whether software (SW) and hardware (HW) reason code changes are processed separately for separate devices in multi-device login sessions. (Multi-device login sessions refers to scenarios in which an agent logs in to a DN and to one or more queues at the same time.)

Specifies whether changes to the HW reason code or the SW reason code for a particular device affect the HW reason code, SW reason code, or both types of reason code on all other devices on which an agent is logged in.

Valid Values: (additional explanation and examples in the extended option description)

- `0` - Both types of reason code changes are processed independently for each device.
- `1` - Only HW reason code changes are enforced on all devices.
- `2` - Only SW reason code changes are enforced on all devices.
- `3` - HW or SW reason code changes are enforced on all devices.

Extended Explanation of Option Values:

- `0` - Both types of reason code changes are processed independently for each device. A new HW or SW reason code does not terminate the previous HW and SW reason codes for all other devices.
  For example, for an agent logged in to DN1 and Queue1, a change of HW reason code on Queue1 does not affect the SW reason code on Queue1 or either type of reason code on DN1.
- `1` - Only HW reason code changes are enforced on all devices. A new HW reason code becomes active on the device for which it is reported and terminates the previous HW reason codes for all other devices.
  For example, a change of HW reason code on Queue1 terminates the HW reason code on DN1, but it does not affect the SW reason code on Queue1 or DN1; by contrast, a change of SW reason code on Queue1 does not affect the SW reason code on DN1 or the HW reason code on any device.

- 2 - Only SW reason code changes are enforced on all devices. A new SW reason code becomes active on the device for which it is reported and terminates the previous SW reason codes for all other devices.
- 3 - HW or SW reason code changes are enforced on all devices. A new HW reason code becomes active on the device for which it is reported and terminates all previous HW and SW reason codes for all other devices; similarly, a new SW reason code becomes active on the device for which it is reported and terminates all previous HW and SW reason codes for all other devices. A simultaneous change of both HW and SW reason codes on a device makes only the new SW reason code active on the device for which these reason codes are reported, terminates the HW reason code on this device, and terminates all previous HW and SW reason codes for all other devices.
  For example, a change of HW reason code on Queue1 terminates the HW reason code on DN1 and also terminates the SW reason codes on Queue1 and DN1.

gls-stats-update

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether agent metrics (such as the duration of a particular agent state) are updated in the GS_AGENT_STAT and GS_AGENT_STAT_WM tables in IDB as the agent login session progresses. By default, ICON stores agent metrics only after an agent login session ends.

Valid Values:

- 1 - Agent metrics (such as a state duration) are updated dynamically in IDB.
- 0 - Agent metrics (such as a state duration) are stored in IDB after a login session ends.

Note: The values `true` and `false` are also valid.

gls-stats-update-delta

Default Value: 10
Valid Values: Any integer between 10 and 3600
Changes Take Effect: After restart

Specifies the minimum change, in seconds, in the duration of an agent state that causes an updated metric value to be stored in IDB. ICON processes this option only if you set the **gls-stats-update** option to 1.

gls-store-event-seq

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies whether ICON stores event sequence numbers when events related to an agent login session trigger creation of new records in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY.

By default, ICON retrieves event sequence numbers from T-Server or Interaction Server Events and stores the numbers, along with new records, in the specified tables.

Valid Values:

- `0` - ICON does not store a sequence number of the event that triggered a new record in an agent-related table.
- 1 - ICON stores a sequence number of the event that triggered a new record in an agent-related table.

Note: To provide event sequence numbers with multimedia events, Interaction Server release 7.6 or higher is required.

gos-write-duplicate-metrics

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether all metrics related to active outbound objects are stored in IDB exactly as Outbound Contact Server (OCS) provides them, or whether ICON filters out duplicate metrics. ICON identifies active outbound objects by CampaignGUID, ChainGUID, and CallAttemptGUID.

Valid Values:

- `0` - ICON does not subsequently write the same precalculated OCS metric after it is stored in IDB.
- 1 - ICON writes all metrics related to active objects, exactly as OCS provides them, without filtering out possible duplicate metrics.

For more information about outbound-related metrics, refer to "Integrating with Outbound Contact" in the *Interaction Concentrator User's Guide*.

gos-write-metrics

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies whether ICON writes any precalculated OCS metrics to IDB.

Valid Values:

- `0` - ICON does not store any precalculated metrics that OCS provides.
- `1` - ICON stores precalculated metrics that OCS provides.

gos-write-metrics-only

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON excludes from database storage all outbound data except precalculated metrics.

Valid Values:

- `0` - ICON stores both OCS data and precalculated OCS metrics, regardless of the **gos-write-metrics** option value.
- `1` - Provided that the **gos-write-metrics** option is also set to 1, ICON stores precalculated metrics, but not the other data that OCS provides.

gud-cust-disp

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: Immediately

Specifies whether ICON calls a custom stored procedure to handle attached data and store the information in custom tables.

ICON starts executing the new custom dispatcher as soon as the new configuration option value is set. Processing of interaction information stored in the persistent queue that was begun by the old custom dispatcher is handled in IDB by the old custom dispatcher.

Valid Values:

- `0` - ICON does not call a custom dispatcher.
- `1` - ICON calls the gudCustDisp1 stored procedure.
- `2` - ICON calls the gudCustDisp2 stored procedure.

Note: For more information, see Custom Dispatchers in the *Interaction Concentrator User's Guide*.

gud-cust-disp-groups

Default Value: 16
Valid Values: 0-255
Changes Take Effect: After restart

Specifies the maximum number of key groups that ICON can process. If you code more than the maximum number of groups in the XML file, ICON ignores the extra key groups and does not provide data to the active custom dispatcher.

Key names that you specify must be unique both within and across key groups. The maximum number of keys that you can specify for any particular key group is limited to 34 (17 key-value pairs for string values, and 17 for integer values).

A value of `0` indicates that ICON does not process any groups.

http-protocol-enabled

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

Enables or disables the HTTP connection to the main ICON port.

Valid Values:

- `1` - HTTP connection on main ICON application port is enabled. This is the same functionality as in releases prior to 8.1.
- `0` - HTTP connection on main ICON application port is disabled.

Note: The values `true` and `false` are also valid.

ignore-milliseconds

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately

Important: This option is deprecated. It has been replaced by the **timestamp-processing** option.

Enables you to choose whether you want Interaction Concentrator to truncate microsecond values to seconds or round off microsecond values to milliseconds before storing the values in IDB.

Valid Values:

- `0` - Compatibility mode (8.1.+ ICON behavior). Enables ICON to round microseconds in timestamps to milliseconds, but not across all IDB tables. Note that the millisecond value is not reliable and is

provided for reference only. ICON provides only one-second precision for time.

- 1 - No rounding. ICON truncates fractions of seconds for timestamps in any T-Lib and OCS event to seconds. Applied across all IDB tables.

Notes:

- When printing events, Interaction Concentrator prints the original values of timestamps, not the rounded or truncated version.
- The value you set for this option does not affect Multimedia events, which do not use fractions of second in timestamps.
- The value you set for this option does affect URS Queued and Diverted events that arrive via T-Server or Interaction Server.
- In compatibility mode (the option value = `0`), OCS values are not rounded.
- In compatibility mode (the option value = `0`), ICON does not round fractions of seconds for T-Lib events (Queued/Diverted) that were received from Interaction Server.

log-call-failure

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: Immediately

Specifies whether Interaction Concentrator should print a standard-level error message when any of a number of call-processing errors occur. The message, if configured to appear, identifies the problem call using its CallUUID and call-creation timestamp. For details, see Setting Alarms for Call Processing Failures in the *Interaction Concentrator User's Guide*.

Valid Values:

- `0` - ICON does not print a standard-level error message.
- 1 - ICON prints a standard-level error message, but not more often than once every 30 minutes.
- 2 - ICON prints a standard-level error message for every problem call. This value might result in an unduly large number of messages sent to Message Server. Use this value for diagnostic purposes only.

max-userdata-length

Default Value: 255
Valid Values: Any integer between 255 - 1024
Changes Take Effect: Immediately
Introduced: 8.1.512.08
Modified: 8.1.514.06 (default value changed)

Specifies the maximum length of data stored in the following columns in IDB:

- The G_SUBJECT field in the GM_F_USERDATA table.
- The VALUE field in the G_USERDATA_HISTORY and G_SECURE_USERDATA_HISTORY tables.

If ICON receives userdata values longer than the specified value, they are truncated and ICON generates the Standard-level log message 09-25109.

Notes:

To keep backward compatibility with environments running Genesys Info Mart 7.6 or Genesys Info Mart 8.x releases earlier than 8.5.007.14, ensure that the option is set to 255.

In releases 8.1.512.08, when the option was introduced, through release 8.1.514.05, setting this option value to a longer length, such as 1024 (the default value in the specified releases), can cause various stability, data recording, or downstream reporting problems. In certain instances when this occurs, ICON generates log error message 09-25005.

In release 8.1.514.06 and higher, setting the option to a longer length no longer causes stability or data recording issues.

The default value changed in various releases as follows:

- Prior to 8.1.512.08, the value was hard-coded to 255.
- In releases 8.1.512.08 through 8.1.514.05, the default value was 1024.
- In release 8.1.514.06 and higher, the default was reset to 255.

mcr-om-processing

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies whether ICON stores information about 3rd Party Media interactions in IDB. By default, ICON processes interactions other than chat, e-mail, or voice and stores the type of media in special fields of the following tables: GX_SESSION_ENDPOINT, G_AGENT_STATE_HISTORY, GS_AGENT_STAT, G_AGENT_STATE_RC, G_CALL.

Valid Values:

- 0 - ICON does not store data in IDB about interactions other than chat, e-mail, or voice. ICON processes neither interactions nor agent data for 3rd Party Media
- 1 - ICON stores information in IDB about 3rd Party Media interactions.

For more information about 3rd Party Media support, refer to "Integrating with Multimedia" in the *Interaction Concentrator User's Guide*.

om-check-filter-flag

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies whether ICON stores strategy activity according to the value of the **om-activity-report** configuration option that is defined in the Script object (of the type Simple Routing). If the value is set to `0`, ICON stores *all* strategy activity regardless of the value of the **om-activity-report** option.

om-flush-adata

Default Value: 0
Valid Values: 0,1
Changes Take Effect: Immediately
Introduced: 8.1.514.43
Related Options: calls-in-the-past, om-memory-optimization

This option specifies whether ICON stores in IDB the user data values attached to the event that triggers interaction re-creation in the ICON operational memory. ICON writes to IDB only the user data fields you configured it to store. This compensates for any changes to user data that arrived while the interaction was absent from operational memory. This can happen, for example, if the user data changes arrive attached to an EventPropertiesChanged event, which does not trigger interaction re-creation.

- `1` - ICON stores in IDB the user data from the event triggering interaction re-creation. The user data is tagged as updated (ChangeType = 3), even if the value has not changed since the previous time it was stored.
- `0` - ICON works as in previous releases.

The following tables are affected:

- G_USERDATA_HISTORY
- G_SECURE_USERDATA_HISTORY
- G_CALL_USERDATA_CUST
- G_CALL_USERDATA_CUST1
- G_CALL_USERDATA_CUST2

To use this functionality, you must observe the following conditions:

- This feature works only for events received from Interaction Server.
- You must enable memory optimization in the **om-memory-optimization** option.
- You must set the **calls-in-the-past** option to `true`.
- The ICON Application must have the **gud** role configured to store attached user data.

om-force-adata

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

For deployments that have been configured to report data for multimedia interactions that started in the past (the **calls-in-the-past** configuration option has been set to 1), specifies whether ICON stores a UserData snapshot that corresponds to the interaction-related data.

Valid Values:

- 1 - If the **calls-in-the-past** configuration option has also been set to 1, ICON stores a UserData snapshot in the GM_F_USERDATA table for interactions created in the past.
- `0` - If the **calls-in-the-past** configuration option has been set to 1, ICON does *not* store a UserData snapshot when it restores a Multimedia interaction that was created in the past.

Notes:

- The values `true` and `false` are also valid.
- When the first event relative to the interaction is EventProcessingStopped, ICON does not restore the interaction. Nevertheless, if the **om-force-adata** option is set to 1, ICON stores the data in the GM_F_USERDATA table.

om-max-in-memory

Default Value: 100
Valid Values: 1-2000 (in units of one thousand)
Changes Take Effect: After restart

Specifies the maximum number of keep-in-memory interactions that were placed in queues or interaction workbins (in units of one thousand).

Warning: An incorrect value for this option can affect ICON performance, or cause ICON to stop processing interactions. Keep the default value unless you are advised otherwise by Genesys Customer Care.

If you need to change the option value, use the following formula to calculate an approximate value for this option:

Size of available operational memory (K)/((1,000 + size of user data (K))*2)

where:

size of user data = average size of the interaction user data that is attached to the interaction in Interaction Server.

om-memory-optimization

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart
Dependencies: om-max-in-memory, om-memory-clean

Specifies whether memory usage is optimized.

Valid Values:

- 1 - ICON optimizes memory usage according to the values that are set for the **om-max-in-memory** option and the Script-level **om-memory-clean** option.
- 0 - Preserves legacy behavior (prior to ICON release 7.6.1).

Note: The values `true` and `false` are also valid.

In releases from 8.1.000.14 through 8.1.100.34, setting the **om-memory-optimization** option to 1 causes old interactions to be re-created in spite of setting the **calls-in-the-past** option to 0. In release 8.1.100.36 and higher, the **calls-in-the-past option** is no longer overridden by setting the **om-memory-optimization** option to 1.

partition-type

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: Immediately

Dynamically specifies the content of the gsys_partition field in IDB tables that contain this field.

Valid Values:

- 0 - For all interactions, the gsys_partition field contains the date, in YYYYMMDD format, from the created_ts field.
- 1 - For all interactions, the gsys_partition field contains the UTC from the created_ts field.
- 2 - For multimedia interactions:
  - In the G_IR, G_IR_HISTORY, G_CALL, and G_CALL_HISTORY tables, the gsys_partition field contains the UTC from the attr_itx_submitted_at attribute in the Interaction Server EventInteractionSubmitted event.
  - In the G_AGENT_STATE_RC, G_CALL_STAT, and GM_L_USERDATA tables, the gsys_partition field contains the timestamp of interaction termination.
  - In all other tables, the gsys_partition field contains the UTC from the created_ts field.

Notes:

- For voice interactions, setting **partition-type**=2 has the same effect as setting **partition-type**=1.
- If you are partitioning an Oracle database, you must set the **partition-type** value to 2.
- Genesys Info Mart requires that you set the value of this option to 2.

ph-use-epn

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Introduced: 8.1.509.07
Related Feature: SIP Cluster

Applies to ICON working in a SIP Cluster environment only. This option determines what ICON writes as the new destination DN name for the final record in the GSYS_EXT_VCH1 field of the G_PARTY_HISTORY table.

Valid Values:

- 1 - ICON writes the new destination DN name only when the destination DN is internal.
- 0 - ICON writes the new destination DN name when the destination DN is either external or internal. This value preserves the standard ICON behavior.

pq-backlog-alarm-threshold

Default Value: 0
Valid Values: 0-4294967295
Changes Take Effect: After restart

Specifies the maximum number of records allowed to be pending in the persistent queue for submission to IDB. When the threshold is reached, ICON generates log message 09-25025.

A value of 0 indicates that no log message will be generated.

The purpose of the option is to enable an alarm to be generated when the number of records not submitted to IDB is unacceptably high because of some failure in the environment. The following are examples of environment failure:

- The database is not available, or it is not responding to ICON requests.
- The load on the ICON server is too high.
- The ICON process has not been suitably configured (for example, large quantities of expensive attached data are being stored).
- The network is slow.
- The load on the RDBMS is too high.

- There is an overall system overload.

To avoid triggering the alarm because of expected fluctuations in the ICON server load, do not set the value of this option too low. The optimal value depends on your specific deployment and contact center activity profile.

Genesys recommends basing the value on the average load in your contact center. For example, if 100,000 records are queued during 15 minutes of average load, consider setting the **pq-backlog-alarm- threshold** value to 400,000, to cover one hour of average load and allow for some peak loads.

pq-backlog-clearance-threshold

Default Value: 0
Valid Values: An integer in the range of 0 to (value of pq-backlog-alarm-threshold)
Changes Take Effect: After restart

Specifies the minimum number of records pending in the persistent queue. When this number is reached, ICON will generate message 09-25026, if log message 09-25025 was previously generated (see the **pq-backlog-alarm-threshold** option).

A value of `0` indicates that no log message is generated.

pq-dbname

Default Value: icon_<dbid>.pq
Valid Values: Any valid file name, :memory:
Changes Take Effect: After restart

Specifies the name of the persistent queue file that ICON creates and uses to store information before writing the information to IDB. With the default setting, the file name consists of the prefix `icon_`, followed by the identifier that Configuration Server assigns to this particular ICON application (the DBID) - for example, `icon_161.pq`.

The special value `:memory:` instructs the Persistent Queue Manager to use memory as storage instead of a physical file. Using memory for persistent queue storage may improve ICON performance with regard to database writes. However, this setting increases memory consumption, and you run the increased risk of losing data in the event ICON terminates abnormally.

Important:

- Genesys recommends that this file reside locally, not on a network.
- Do not use the `:memory:` value if the **role** option for the ICON instance is set to `cfg`. By design, configuration synchronization requires persistent storage, so the temporary storage provided by `pq-dbname = :memory:` will generate configuration synchronization errors for an ICON configured to perform the `cfg` role.

pq-purge-number

Default Value: 10
Valid Values: Any non-negative integer
Changes Take Effect: Immediately

Specifies the number of committed transactions after which ICON purges from its persistent queue the information that is already stored in IDB. For example, if the value is set to `10`, ICON performs a purge operation on its persistent queue after every ten transactions.

pq-startup-check

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies whether ICON checks the integrity of its persistent queue at startup. With a large-sized persistent queue file (hundreds of megabytes), the integrity check takes up to three minutes of startup time. For any integrity violations that it finds during the integrity check, ICON issues an error message, changes the extension of the corrupted queue file to ***.bak**, and creates a new database queue.

Warning! If you disable the option, problems with internal PQ file structure might cause ICON to stop processing data. If this happens, ICON logs error message 09-25024 "ICON cannot preserve or store the data." Genesys strongly recommends that you set an alarm on this log message.

Note: The values `true` and `false` are also valid.

pq-startup-purge

Default Value: 0
Valid Values: 0, 1, any other positive integer
Changes Take Effect: After restart

Controls the purging of the persistent queue (PQ) file, which reduces the total file size by releasing unused file space. Purging a large PQ file may take several minutes. Therefore purging is performed only at ICON initialization, before ICON is fully started and has active interactions.

If ICON has unprocessed transactions in the PQ file at startup (for example, because of DBServer or database unavailability during the previous session) only space not occupied by these unprocessed transactions can be released.

Valid Values:

- `0` - Never purge the PQ file
- `1` - Always purge the PQ file when ICON starts up

- Any other positive number (optionally followed by kb, mb, or gb) - Maximum file size before ICON purges the PQ file at startup. The default unit is bytes; the units should be set in lowercase. For example, you might set the value to `100 mb` or `100 kb`.

Note: When purging the ICON PQ file, the content is copied into a temporary file. ICON then overwrites the original PQ file with the content of the temporary file. This means that the temporary file should have at least two times the size of the original PQ file in available free disk space to safely purge the PQ file.

role

Default Value: all
Valid Values: A comma-separated list of valid roles
Changes Take Effect: After restart

Specifies the type of data that this ICON instance processes and stores in IDB. The option value must be lowercase. If you use uppercase letters in the option setting, the role defaults to `all`.

Valid Values:

- `all` - Stores all types of data.
- `cfg` - Stores the initial configuration state and a history of configuration changes retrieved from Configuration Server.
- `gcc` - Stores interaction-related and party-related information; that is, T-Server and Interaction Server data that pertains to voice and multimedia interactions, and the parties associated with those interactions.
- `gls` - Stores T-Server and Interaction Server data that pertains to agent states and agent login sessions.
- `gud` - Stores T-Server and Interaction Server data that pertains to the attached data associated with calls.
- `lrm` - In an environment with License Reporting Manager, stores license reporting data.
- `gos` - In an environment with the Outbound Contact solution, stores OCS data that pertains to outbound calls and campaigns.

Prefixing an option value with a tilde (~) excludes that type of data from ICON processing, and includes all other types.

Note: Ensure that the role that you specify for the ICON instance is consistent with the role that you specify for the DAP.

Examples:

- role = `cfg,gcc,gud`
- role = `all`
- role = `gcc,gud,gls,gos`
- role = `~cfg`

(The last two examples are equivalent.)

route-res-vqid-hist-enabled

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether virtual queue (VQ) IDs associated with G_ROUTE_RESULT records are stored in the G_ROUTE_RES_VQ_HIST table.

Valid Values:

- `1` - The G_ROUTE_RES_VQ_HIST table stores VQ IDs associated with G_ROUTE_RESULT records.
- `0` - The G_ROUTE_RES_VQ_HIST table is not populated.

Note: The values `true` and `false` are also valid.

ssc-processing

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: Immediately

Enables support for single-step conference reporting. By default, this option is set to recognize single-step conferences.

- Single-step conferences made to an external DN are not supported.

Valid Values:

- `1` - ICON processes single-step conference scenarios when an internal DN is added to the conference.
- `0` - ICON does not process single-step conference scenarios. This value is provided solely for backward compatibility.

start-cfg-sync

Default Value: -1
Valid Values: -1, 0, 1
Changes Take Effect: Immediately

Specifies whether ICON performs synchronization of configuration data between Configuration Database and IDB. By default, ICON ignores this option.

To start data synchronization, first set the option value to `0`; then, change the option value to 1. This

action prompts ICON to start the synchronization process. Once started, the synchronization process completes regardless of the subsequent changes to the option value.

- To perform data synchronization, ICON must have a connection to Configuration Server from the moment you change the option value from `0` to `1` until the moment when data synchronization is complete.

Valid Values:

- `-1` - ICON ignores this option even when it is defined in the configuration.
- `0` - ICON acknowledges that this option is specified in the configuration and waits for a notification about the option value change from `0` to `1`.
- `1` - ICON starts the data synchronization between Configuration Database and IDB under the condition that the value changed first to `0` and then from `0` to `1` during ICON run time. The value of `1` at ICON startup does not trigger the synchronization of configuration data.

store-releasing-party

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

For those deployments in which T-Server reports the required data, specifies whether ICON stores data in the G_CALL_STAT and G_PARTY_STAT tables in IDB to identify the party that released the call.

Valid Values:

- `1` - For terminated calls, ICON stores data about the endpoint and party that initiated termination in the G_CALL_STAT table (GSYS_EXT_VCH1 and GSYS_EXT_VCH2 fields) and G_PARTY_STAT table (GSYS_EXT_INT1 field) in IDB.
- `0` - ICON does not store data about the endpoint and party that released the call. In the G_CALL_STAT table, the value of the GSYS_EXT_VCH1 and GSYS_EXT_VCH2 fields is an empty string. In the G_PARTY_STAT table, the value of the GSYS_EXT_INT1 field is `0`.

Notes:

- To determine whether your switch supports this feature, review the documentation for your switch. In Interaction Concentrator release 8.0, this feature is supported only for the Alcatel A4400/OXE switch.
- For information about how ICON populates the values of the fields, see Identifying Who Released the Call in the *Interaction Concentrator User's Guide.*.

store-route-result-reliability

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart
Dependencies: extended-route-result, store-route-result-reliability

Determines whether the GSYS_EXT_INT1 field in the G_ROUTE_RESULT table stores a value indicating the reliability of the data received from Universal Routing Server (URS).

This field is updated based on the values set in the **extended-route-result** and **store-route-result-reliability** options.

- If **extended-route-result** = 1, ICON stores a reliability flag in the GSYS_EXT_INT1 field in the G_ROUTE_RESULT IDB table.
- If **extended-route-result** = `0` BUT **store-route-result-reliability** = 1, ICON stores a reliability flag.

Valid Values:

- `0` - No value is stored in the GSYS_EXT_INT1 field.
- 1 - ICON stores a value in the GSYS_EXT_INT1 field. For the values stored in this field and their meanings, see the Interaction Concentrator 8.1 Physical Data Model document for your RBDMS.

Note: The values `true` and `false` are also valid.

support-unicode

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether Interaction Concentrator should expect Unicode data in environments with a Microsoft SQL IDB. This option overrides the DB Server **utf8-ucs2** configuration option, which is configured in the DB Server **Annex** section.

Valid Values:

- `0` - Retains the same functionality as in previous releases except that some additional Standard-level log messages are generated noting compatibility with the current Configuration Server encoding.
- 1 - ICON checks that all necessary conditions to support Unicode are met: IDB encoding, Configuration Server encoding, and the DB Client version. If any necessary condition is violated, ICON prints a Standard-level log message and shuts down.

Notes:

- You can leave the default value for this option on Oracle and PostgreSQL RDBMSs.
- If you set the value for this option to 1 but do *not* turn Unicode on for your Oracle or PostgreSQL IDB,

Interaction Concentrator generates an error message and shuts down.

- Unicode is not supported on DB2.

suppress-user-data

Default Value: 1
Valid Values: Choose a value from the list
Changes Take Effect: After restart

Specifies whether ICON instructs T-Server to propagate attached data only when the attached data changes. This optimizes processing of attached data by reducing network traffic.

- **false** Unchanged attached user data is not suppressed.
- **true** Unchanged attached user data is suppressed.

Note: This option can be set at the level of the Switch or the ICON application. ICON automatically detects the Switch-level option setting. If the Switch-level option is set to the value of 1 (unchanged attached data suppressed), T-Server TEvents are optimized for all ICON applications that connect to the T-Servers for that Switch. In this case, the Switch-level option setting overrides any ICON-level settings of 0 (unchanged attached data not suppressed). If the Switch-level option is set to -1 (the default), an ICON Application-level setting of 1 will override it.

sync-call-data-limit

Default Value: 1000000
Valid Values: 0-4294967295
Changes Take Effect: Immediately

Specifies the maximum number of pending synchronizations for calls and attached data. This option controls memory consumption during the process of synchronizing calls and user data. The call record is not terminated in IDB until all attached data related to that call has been written to the database. Until then, ICON keeps in memory all information that is related to the call.

If the limit is reached, no more call records are locked until the number of pending synchronizations falls below the configured limit. This situation does not produce any loss or duplication of data, but call records that have not been locked might be marked as terminated before their related attached data has been written to IDB.

- The value `0` indicates that no synchronization takes place.

Warning! Genesys recommends that you do not change the default value.

timestamp-processing

Default Value: 0
Valid Values: 0, 1, 2

Changes Take Effect: Immediately
Introduced: 8.1.512.08

Enables you to choose different alternatives for how Interaction Concentrator handles timestamps having fractions of milliseconds in TEvents and Interaction Server events.

Valid Values:

- `0` - Compatibility mode (8.1.+ ICON behavior).
- `1` - No rounding. ICON truncates fractions of milliseconds for timestamps in IDB.
- `2` - Rounding enabled. ICON rounds fractions of milliseconds for timestamps in IDB.

Important:

- Interaction Concentrator supports precision only to the level of seconds. Millisecond information is not reliable for TEvents and is not available for multimedia interaction events.
- Datetime timestamps from Microsoft SQL Server have a precision of approximately seven milliseconds. The timestamps are not precise to one millisecond.
- The value you set for this option does affect URS Queued and Diverted events that arrive via T-Server or Interaction Server.
- The value for the **timestamp-processing** option overrides the value set in the **ignore-milliseconds** option. The **ignore-milliseconds** option is deprecated.
- ICON prints the original (untruncated) values of timestamps when printing events.

trim-broken-utf8

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Introduced: 8.1.514.10
Modified: 8.1.514.23

When this option is enabled (**trim-broken-utf8** = 1), ICON checks for and removes incomplete UTF-8 symbols from the end of truncated data strings. These incomplete UTF-8 symbols might occur when a long data string is truncated in the middle of a multi-byte UTF-8 character.

- In releases 8.1.514.10 through 8.1.514.20, this functionality applies to user data written to the following tables: G_USERDATA_HISTORY, G_CUSTOM_DATA_S, G_CUSTOM_DATA_P, GM_F_USERDATA, and GM_L_USERDATA.
- In releases 8.1.514.23 and higher, this functionality applies to data in *all* IDB tables.

Enable this option if you use long UTF-8 (non-ASCII) data strings and are encountering database error messages resembling the following, which is generated by the PostgreSQL RDBMS: `invalid byte sequence for encoding 'utf-8'`. Similar errors might occur on other RDBMSs.

tsync-threshold

Default Value: 1000
Valid Values: 0-2000
Changes Take Effect: Immediately
Discontinued: 8.1.400.22
Related Options: min-tsync-roundtrip

Specifies the maximum time difference, in milliseconds, allowed between the ICON host and the T-Server (or, if applicable, Interaction Server) host. When the threshold is reached, ICON generates standard log message 25130.

A value of `0` indicates that no log message is generated.

See also the Switch-level **min-tsync-roundtrip** option.

update-ixn-f-adata

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.1.514.12

Specifies whether Interaction Concentrator updates fields in the GM_F_USERDATA table that initially contained NULL values with new data received in the EventPropertiesChanged event. The following fields can be updated: G_FROM_NAME, G_SUBJECT, G_ORIGIN_SOURCE, G_FROM_ADDRESS.

Only fields with NULL values are updated. If some value was already written to a field, ICON does not change it.

use-dss-monitor

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON synchronizes user data and call-termination timestamps in IDB, and whether ICON writes to the G_DSS_*_PROVIDER tables.

Valid Values:

- 1 - ICON does not synchronize user data and call-termination timestamps in IDB. As a result, user data and call-termination data are stored independently in IDB. Also, ICON writes data to the G_DSS_*_PROVIDER tables.
- `0` - ICON synchronizes user data with call-termination data, or the call-termination data is updated only after user data is stored in IDB. Also, ICON does not write data to the G_DSS_*_PROVIDER tables.

The values `true` and `false` are also valid.

Notes:

- If you want the G_DSS_*_PROVIDER tables to be populated, you must set the value to 1.
- If you set the **use-dss-monitor** option to `0`, the GSYS_DOMAIN field in all role-related IDB tables contains the value `0` (zero).

use-nts-call-state

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Dependencies: sst-options

Supports reporting on transfers made by agents using Network Attended Transfer (NAT).

- When **use-nts-call-state** is set to 1, you must also set the Switch-level **sst-options** option (found on the **Annex** tab in the **[gts]** section) to 1. If you do not do this, ICON cannot complete the single-step transfer transaction.

Valid Values:

- `0` - Keeps the previous ICON behavior, which is to ignore network call states.
- `1` - Recognizes network call states.

Limitations:

- ICON does not recognize transfers made via switch DTMF signaling.
- ICON does not recognize Network Attended Conferences or Network Attended Consult calls. For two-step transfers, only the fact of the transfer is reported. The transfers are reported as single-step transfers whether a network consult call happened during the transfer or not.
- If the premise T-Server receives EventNetworkCallStatus from the Network T-Server after the EventReleased, ICON might not always be able to detect the network transfer. As a result, some NAT scenarios may not be recognized by ICON (such as blind or implicit transfers). It is important to test this functionality before using the reported information on Network Attended Transfers in a production environment.

use-server-partyuuid

Default Value: 0
Valid Values: 0, -1, 1
Changes Take Effect: After restart
Introduced: 8.1.508.09

Interaction Concentrator can use the SIP Server PARTYUUID as the PARTYGUID value to support multiple routing attempts in single-site and multi-site scenarios, if SIP Server provides this information. ICON stores the data in the TS_PARENTPARTYGUID column in the G_PARTY table with the key name parent-party-uuid from AttributeExtensions.

Valid Values:

- `0` - ICON works in compatibility mode and generates the PARTYGUID rather than taking it from an external source. This also means that ICON does not write TS_PARENTPARTYGUID values. Note that when running in cluster mode, ICON always uses AttributePartyUUID to generate the PARTYGUID.
- `1` - ICON takes the PARTYGUID from AttributePartyUUID (if available) and writes TS_PARENTPARTYGUID values (if available).
- `-1` - ICON behavior is defined at the moment it connects to T-Server or SIP Server.

Notes:

- The functionality enabled by this option requires SIP Server release 8.1.102.13 or higher.
- SIP Server provides a parent PARTYUUID value only if the parent party is a Routing Point.
- The party identified by SIP Server in the TS_PARENTPARTYID field may differ from the party ICON stores in the PARENTPARTYID field. For example, if the parent party is associated with an external routing point, SIP Server reports the grandparent (as reported by ICON) as a parent party.

Which Option Setting Takes Precedence?

The **use-server-partyuuid** option can be set on the ICON Application level or the Switch level.

- If you set a specific value on the Switch level (`0` or `1`), this value takes precedence.
- If you set the Switch-level option value to `-1` (or leave it as the default) and set the ICON Application object option value to either `0` or `1`, then the ICON Application object value takes precedence.
- If you set the option to `-1` at both the Switch-level (where it is the default value) and the ICON Application object-level, the actual value is defined when ICON connects to SIP Server or a T-Server. If ICON connects to SIP Server, the value is reset to `1`. If ICON connects to a T-Server, the value is reset to `0`.

vq-write-mode

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies how ICON writes to IDB information about a particular association between an interaction and a virtual queue.

Valid Values:

- `0` - ICON stores virtual queue-related data in one step. ICON creates a complete IDB record when the

association is terminated, as indicated by either EventDiverted or EventAbandoned.

- 1 - ICON stores virtual queue-related data in two steps. ICON initially creates an IDB record when the association starts, as indicated by the EventQueued TEvent; after the association is terminated, as indicated by either EventDiverted or EventAbandoned, ICON updates the existing record.

custom-states Section

The options in this section define Interaction Concentrator support for the processing of custom agent states and custom user data. ICON must include the gud role to use these options.

> **Important**
> Configurations in which a particular key is specified in more than one of the following options are not supported: **AgentUserFields**, **EventData**, and **GlobalData**.

- AgentRecordUserTypes
- AgentUserFields
- EventData
- EventExtensions
- GlobalData
- max-party-info
- store-event-data
- store-event-extensions

AgentRecordUserTypes

Default Value:
Valid Values: A comma-separated list of the custom state codes and key names in the format StateCode,KeyName
Changes Take Effect: Immediately

Defines the custom agent states. The custom state code must be a number greater than 199.

The agent desktop application starts and ends custom agent states, and it sends the required key-value pair (KVP) data to ICON through the T-Server EventUserEvent. ICON verifies the values provided in EventUserEvent for the key names specified by this configuration option, in order to determine when custom states start (value for the configured key = "+") and finish (value = "-").

After a state is started and before it is finished, the desktop application can send data in user events to be stored in the custom fields that correspond to the state, as specified by the AgentUserFields configuration option. For more information about ICON custom state recording, see the section about using custom states in the *Interaction Concentrator User's Guide.*

Example: `AgentRecordUserTypes = 207,AfterCallWork,208,Break`

AgentUserFields

Default Value: No default value
Valid Values: A comma-separated list of the data types, table field names, and keynames in the format Type,FieldName,KeyName,...
Changes Take Effect: After restart

Specifies the fields in the G_CUSTOM_STATES table in which ICON stores values (provided in the UserData section of EventUserEvent) for the specified key names, for data that was sent while the DN was in a custom agent state.

Notes:

- All the custom data fields in the G_CUSTOM_STATES table require character-type data. Regardless of the data type that you specify in this option, ICON converts the value from the UserData KVP into a string before storing it in the custom data field that is specified for that key name. If the value of the key in the UserData KVP is KVList, ICON ignores the value.
- Ensure that the key name you specify does not conflict with a key name specified in the **EventData** or **GlobalData** options. The key names specified in the **AgentUserFields**, **EventData**, and **GlobalData** options must be unique.

Example

- AgentUserFields = `char,CUST_DATA_1,KeyName1,char,CUST_DATA_2,KeyName2`

The value of the key with the name KeyName1 is stored in the CUST_DATA_1 field. The value of the key with the name KeyName2 is stored in the CUST_DATA_2 field.

EventData

Default Value: No default value
Valid Values: A comma-separated list of the data types and key names in the format Type,KeyName.
Changes Take Effect: Immediately

Specifies the list of key names for which ICON stores KVP data in the G_CUSTOM_DATA_S table. This data is provided in AttributeUserData of EventUserEvent or attr_event_content of EventCustomReporting (provided via Interaction Server).

You can use this option to specify key names, such as R_TimeInFocus, which ensure that ICON writes the EventCustomReporting data used in interaction focus time reporting. For details, see "Processing Data from EventCustomReporting" in the *Interaction Concentrator User's Guide.*

Notes:

- The limit for option specifications is 255 characters. If your desired **EventData** option specification exceeds this limit, you can specify additional options in the format EventData_X, where *X* is any integer, 1 or greater. ICON recognizes all the **EventData** specifications as one option, and it concatenates the content of the options in sequence.
- The field for the key value in the G_CUSTOM_DATA_S table requires character-type data. Regardless of

the data type that you specify in this option, ICON converts the value from the UserData KVP into a string, before storing it in the G_CUSTOM_DATA_S table. If the value of the key in the UserData KVP is `KVList`, ICON ignores the value.

- Ensure that the key name you specify does not conflict with a key name specified in the **AgentUserFields** or **GlobalData** options. The key names specified in the **AgentUserFields**, **EventData**, and **GlobalData** options must be unique.

Example:

- EventData = `char,CUSTOMER_NAME,int,CUSTOMER_PHONE`

EventExtensions

Default Value: No default value
Valid Values: A comma-separated list of the data types and key names in the format Type,KeyName.
Changes Take Effect: Immediately
Dependencies: store-event-extensions
Introduced: 8.1.514.09
Related Feature: Support reporting on agent supervision (monitoring)
Related Options: enable-supervision-subscription, store-event-extensions

Specifies the list of key names for which ICON stores KVP data related to agent supervision (monitoring) in the G_CUSTOM_DATA_S table. This data is provided in **AttributeExtensions** of EventUserEvent.

Notes:

- The limit for configuration option specifications is 255 characters. If your desired **EventExtensions** option specification exceeds this limit, you can specify additional options in the format `EventExtensions_X`, where *X* is any integer, starting with 1. ICON recognizes all the **EventExtensions** specifications as one option, and it concatenates the content of the options in sequence.
- The field for the key's value in the G_CUSTOM_DATA_S table requires character-type data. Regardless of the data type that you specify in this option, ICON converts the value from the UserData KVP into a string, before storing it in the G_CUSTOM_DATA_S table. If the value of the key in the UserData KVP is `KVList`, ICON ignores the value.

GlobalData

Default Value: No default value
Valid Values: A comma-separated list of the data types and key names in the format Type,KeyName.
Changes Take Effect: Immediately

Specifies the list of key names for which ICON stores KVP data (provided in AttributeUserData of

EventUserEvent) in the G_CUSTOM_DATA_P table. The position of the key name in the list determines the mapping to the custom data field in the G_CUSTOM_DATA_P table.

Notes:

- The limit for option specifications is 255 characters. If your desired **GlobalData** option specification exceeds this limit, you can specify additional options in the format `GlobalData_X`, where *X* is any integer, 1 and higher. ICON recognizes all the **GlobalData** specifications as one option, and it concatenates the content of the options in sequence.
- The field for the key value in the G_CUSTOM_DATA_P table requires character-type data. Regardless of the data type that you specify in this option, ICON converts the value from the UserData KVP into a string, before storing it in the G_CUSTOM_DATA_P table. If the value of the key in the UserData KVP is `KVList`, ICON ignores the value.
- Ensure that the key name you specify does not conflict with a key name specified in the **EventData** or **AgentUserFields** options. The key names specified in the **AgentUserFields**, **EventData**, and **GlobalData** options must be unique.

Example:

- GlobalData = `char,CUSTOMER_NAME,int,CUSTOMER_PHONE`

The value of the key with the name CUSTOMER_NAME is stored in the CUST_DATA_1 field. The value of the key with the name CUSTOMER_PHONE is stored in the CUST_DATA_2 field.

max-party-info

Default Value: 16
Valid Values: Any integer from 4 to 128
Changes Take Effect: Immediately

Controls the number ICON stores of last calls/interactions and parties associated with a device. By default, ICON stores CallID and PartyID information for the 16 most recent calls/interactions and parties associated with a device into the G_CUSTOM_DATA_P, G_CUSTOM_DATA_S, and G_CUSTOM_STATES tables so that you can associate them with information from EventUserEvent and EventCustomReporting events.

If the number of parties in a call/interaction associated with a device is larger than the value set for this option, only the configured number of most recent calls/interactions and parties have informative values in the CallID and PartyID tables, while the value for all older calls/interactions and parties is `null`.

ICON stores information about recent parties participating in calls/interactions for a particular DN. In some scenarios, such as two-step transfers, a DN can participate in more than one call/interaction or participate multiple times in the same call/interaction. In such cases, ICON stores information for each call/interaction party the DN participated in, leading to multiple stored records for the same call/interaction. It might result in a reduced number of calls/interactions accepting custom information.

For a detailed discussion of user event and custom states reporting, see "Custom States in Interaction Concentrator" in the *Interaction Concentrator User's Guide*.

Notes:

- Setting the option to a higher value increases memory consumption. The approximate memory consumption for 30k agents with the maximum option value (**max-party-info** = 128) is about 900 Mb.
- If the option value is changed from a higher to a lower value, ICON does not remove the additional, older parties that were already associated with devices. The older parties are removed from their association with a device (and thus from memory) only when the agent participates in a new interaction or becomes a new participant in the old interaction. As a result, Genesys recommends that you restart ICON if you change the option value from a higher to a lower number.
- If the number of the most recent interactions and parties associated with a device exceeds the value you set for the **max-party-info** option, ICON removes the oldest associations, one at a time.

store-event-data

Default Value: none
Valid Values: none, all, conf
Changes Take Effect: Immediately

Specifies what, if any, KVP data ICON stores in the G_CUSTOM_DATA_S table. The KVP data can come from AttributeUserData of EventUserEvent or from attr_event_content of EventCustomReporting.

Valid Values:

- `none` - ICON does not store any KVP data.
- `all` - ICON stores the values of all keys.
- `conf` - ICON stores the values of the keys that are configured in the EventData option.

Notes:

- To have ICON store the data Genesys Info Mart needs in order to determine the time that an interaction was in focus on an agent desktop, set the value of this option to `all` or `conf`.
- For details about focus time reporting, see "Processing Data from EventCustomReporting" in the *Interaction Concentrator User's Guide*.

store-event-extensions

Default Value: none
Valid Values: none, all, conf
Changes Take Effect: Immediately
Dependencies: sip-enable-call-info-extended, sip-enable-call-info, enable-supervision-subscription
Introduced: 8.1.514.09
Related Feature: Support reporting on agent supervision (monitoring)
Related Options: EventExtensions

Specifies what, if any, KVP data relating to agent supervision (monitoring) ICON stores in the G_CUSTOM_DATA_S table. The KVP data comes from **AttributeExtensions** of EventUserEvent.

If you plan to use this functionality, you must also set the **[callconcentrator]**:**enable-supervision-subscription** option to `true` and, optionally, use the **[custom-states]**:**EventExtensions** option to specify particular KVPs to store.

Valid Values:

- `none`—ICON does not store any KVP data.
- `all`—ICON stores the values of all keys.
- `conf`—ICON stores the values of the keys that are configured in the **EventExtensions** option.

dbw-error-reactions Section

The option or options in this section define Interaction Concentrator reactions to specific database error messages. In other words, each configuration option in this section represents a rule for handling a certain database error.

If Interaction Concentrator receives a database error message, it tries to find the text specified in the configuration option as a substring of the error message. If it finds this substring text, it applies the specified error reaction.

You can use the predefined **uniqueness** error reaction or configure your own options.

- uniqueness

uniqueness

Default Value:
Valid Values: Any string in the format error=error_substring;reaction=reaction_type
Changes Take Effect: Immediately

Defines how ICON reacts to a database error message that contains a particular text substring. Create a separate option for every database error message for which a certain reaction is required. Specify any meaningful name as the option name, making it unique within the dbw-error-reactions section; ICON does not process the name parameter. Include both a database error message and the expected reaction as two parameters of the option value, in the following format: error=<error substring>;reaction=<reaction type>
Example: error=unique;reaction=ignore
For more information about the syntax of the error substring and supported reaction types, see the description of this option in the *Interaction Concentrator Deployment Guide.*

filter-data Section

To use the options listed in this section, create a section named **[filter-data]** in the ICON `Application` object.

The options in this section control Interaction Concentrator output to IDB. Refer to the *Interaction Concentrator 8.1 Physical Data Model* for your RDBMS type for details about data stored in the IDB tables that are mentioned in the option descriptions. Evaluate whether your reports require each type of described data.

Important

Excluding certain types of data from IDB storage may help you save database space, and thus improve your database performance.

Important

To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is `0` (the default value). Otherwise, ICON will not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON will not be able to identify whether call termination was initiated on the endpoint associated with this party or on the other resource.

In addition, when you set the value of the **call-metrics** option to `0` (the default value), you ensure that ICON will store records in the G_CALL_STAT table.

For more information about the releasing-party feature, see Identifying Who Released the Call.

- acd-party-history
- acd-party-metrics
- call-history
- call-metrics
- external-party
- gls-all
- gls-ivr
- gls-metrics
- gls-no-person
- gls-queue
- gls-wm
- ir-history
- observer-party
- udata-history-terminated

acd-party-history

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude party history information about distribution devices such as ACD queues, routing points, virtual routing points, and external routing points from storage in IDB. By default, ICON collects party history information about distribution devices and stores this information in the G_PARTY_HISTORY IDB table.

Valid Values:

- `0` - ICON stores party history information in the G_PARTY_HISTORY table.
- 1 - ICON does not store party history information in the G_PARTY_HISTORY table.

Notes:

- The **acd-party-history** option applies to SIP and voice interactions only.
- To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is `0` (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see Identifying Who Released the Call in the *Interaction Concentrator User's Guide.*

acd-party-metrics

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude party metrics for distribution devices such as ACD queues, routing points, virtual routing points, and external routing points from IDB storage. By default, ICON collects precalculated party metrics for distribution devices and stores this information in the G_PARTY_STAT IDB table.

Valid Values:

- `0` - ICON stores data in the G_PARTY_STAT table for distribution devices.
- 1 - ICON does not store data in the G_PARTY_STAT table for distribution devices.

Notes:

- The acd-party-metrics option applies to SIP and voice interactions only.
- To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-**

metrics, and **observer-party** options is `0` (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see Identifying Who Released the Call in the *Interaction Concentrator User's Guide.*

call-history

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude call-history information from IDB storage. By default, ICON collects and stores call history data in the G_CALL_HISTORY IDB table. When you set the call-history option to 1, ICON stops writing to this table.

call-metrics

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude call metrics from IDB storage. By default, ICON calculates call metrics and stores them in the G_CALL_STAT IDB table.

Valid Values:

- `0` - ICON stores call-metric data in the G_PARTY_STAT table.
- 1 - ICON does not store call-metric data in the G_PARTY_STAT table.

Note: To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is `0` (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see Identifying Who Released the Call in the *Interaction Concentrator User's Guide.*

external-party

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude external-party data from IDB storage. By default, ICON collects information about external parties (for example, interaction participants outside a given

switch domain) and stores this information in the following IDB tables:

- G_PARTY
- G_PARTY_HISTORY
- G_PARTY_STAT.

Valid Values:

- `0` - ICON collects and stores data about external as well as internal parties.
- `1` - ICON collects and stores data about internal parties only (for example, interaction participants within a given switch domain).

Note: To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is `0` (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see Identifying Who Released the Call in the *Interaction Concentrator User's Guide.*

gls-all

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude all information about agent activity from IDB storage. By default, ICON collects information about agent activity, such as login sessions or agent states, unless certain types of data are configured to be excluded by setting one or more of the following options to 1:

- gls-ivr
- gls-no-person
- gls-queue
- gls-wm

ICON stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT

- GS_AGENT_STAT_WM

When you set the **gls-all** option to 1, ICON stops writing to these tables. Note, however, that when the **gls-all** option is set to 1, ICON continues to write agent IDs to the G_PARTY table.

gls-ivr

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage data about agent activity at IVR endpoints. By default, ICON collects data about agent activity when agent login sessions are initiated from IVR endpoints and stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT
- GS_AGENT_STAT_WM

When set to 1, ICON verifies whether the DN at which an agent logs in is an IVR device; in this case, ICON does *not* store information about this agent's activity to these tables. Furthermore, for parties associated with an IVR device, ICON does not record the agent's ID in the G_PARTY IDB table.

Note: See the **ivr** option for information on how to configure a DN as an IVR port.

gls-metrics

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude agent states from IDB. By default, ICON collects agent states unless certain types of data are configured to be excluded by setting one or more of the following options to 1:

- **gls-all**
- **gls-ivr**
- **gls-no-person**
- **gls-queue**

- **gls-wm**

ICON stores agent state information in the following IDB tables:

- GS_AGENT_STAT
- GS_AGENT_STAT_WM

When set to 1, ICON does *not* store information about agent states to these tables.

gls-no-person

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude data about agent activity for agents whose login ID is not associated with any Person configuration object. By default, ICON collects data about all agent activity and stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT
- GS_AGENT_STAT_WM

When set to 1, ICON verifies whether the LoginID reported in events regarding agent states is assigned to any Person object configured in the Configuration Database; if this is not the case, ICON does not store information about this agent's activity to these tables.

gls-queue

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should filter out information from IDB storage about the queues where agents are logged in. By default, ICON collects information about agent queue(s) and stores this information in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC

- G_AGENT_STATE_RC_A
- GS_AGENT_STAT
- GS_AGENT_STAT_WM
- GX_SESSION_ENDPOINT

When set to 1, ICON stops writing queue-related data to the first five tables listed above. ICON *does* continue to write information to the GX_SESSION_ENDPOINT table about the queues where agents are logged in.

gls-wm

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage data about changes in agent work mode that do not coincide with changes in agent state. By default, ICON collects and stores data about agent work modes and changes in agents work modes in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- GS_AGENT_STAT_WM

When set to 1, ICON disregards information about work mode and work mode changes. It records a value of unknown in the IDB tables listed above.

Note: This option does not affect ICON's ability to track after-call work.

ir-history

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude data about the interaction record history from IDB. By default, ICON collects interaction record history and stores this information in the G_IR_HISTORY table.

When set to 1, ICON stops writing data to this table.

observer-party

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage data related to a service observer on a call. By default, ICON collects data about every party involved with the call and stores this information in the following IDB tables:

- G_PARTY
- G_PARTY_HISTORY
- GS_PARTY_STAT

When set to 1, ICON does not store data about the party with the Observer role to these tables.

Note: To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is `0` (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource.

For more information about the releasing-party feature, see Identifying Who Released the Call in the *Interaction Concentrator User's Guide.*

udata-history-terminated

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage information about changes in UserData values for certain keys. When ICON is configured to store an entire history of UserData values for certain keys, ICON collects data about every change in value for those keys and, at interaction termination, stores this information in the following IDB tables:

- G_USERDATA_HISTORY
- G_SECURE_USERDATA_HISTORY.

When set to 1, ICON does not insert new records in these tables at call termination. ICON does, however, continue to write information about the creation, addition, and removal of key-value pairs to these tables.

listeners Section

This section refers to a separate configuration section that describes the HTTP listening port. You must name this section **[listeners]** in the ICON Application. The name of this option must correspond to the section name for the **[user_named_section]** described below.

> **Important**
> From release 8.1.512.08 forward, the functionality enabled in this section is no longer supported.

- user-named-option

user-named-option

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

Important: From release 8.1.512.08 forward, the functionality enabled by this option is no longer supported.

To enable access to the performance counters, configure an HTTP Listener option, and then configure a corresponding section, along with its **port**, **protocol**, and **transport** options.

- You must provide the name for any option you create in the **[listeners]** section. One option name must match the name of a new section you create to define the parameters for an http connection.
- Because ICON processes only the name of this option, but not the value, you can use the value to enter a short description for the connection; ICON prints this description to its log.

Example:

```
[listeners]
http-9090="ICON HTTP listener"
```

Where `http-9090` is the same as the name of the section that describes the parameters of an HTTP

connection at a port that ICON opens for listening.

http Section

> **Important**
> From release 8.1.512.08 forward, the functionality enabled by the options in this section is no longer supported.

This is a user-configurable section. You can choose any name for this section, provided that it matches the name that you specify for an option in the **[listeners]** section. Use the options described below to set parameters for this connection.

Example:

[http-9090]

port=9090

transport=tcp

protocol=http

- port
- protocol
- transport

port

Default Value: No default value
Valid Values: Any integer in the range of 1 to 65535
Changes Take Effect: After restart

Note: From release 8.1.512.08 forward, the functionality enabled by this option is no longer supported.

Specifies the number of the port that ICON opens for HTTP listening.

Warning: The value for the **port** option must not coincide with the ICON `Application` object communication port that is opened for client connections.

protocol

Default Value: sip
Valid Values: http, sip
Changes Take Effect: Immediately

Note: From release 8.1.512.08 forward, the functionality enabled by this option is no longer supported.

Specifies the application-level protocol for the configured listener. Change the value to `http` to enable access to interfaces that are exposed through HTTP in ICON and that display performance counters.

Note: The HTTP interface is not available by default.

transport

Default Value: TCP
Valid Values: TCP (Transmission Control Protocol)
Changes Take Effect: Immediately

Note: From release 8.1.512.08 forward, the functionality enabled by this option is no longer supported.

Specifies the transport layer protocol for the connection between ICON and its client.

log Section

In addition to the log options that are common to all Genesys Server applications, and that are described in the *Framework Configuration Options Reference Manual*, Interaction Concentrator supports a number of unique log options that can help you troubleshoot various scenarios when you deploy ICON and test its functionality in your environment.

Use the **[log]** section on the **Options** tab to set all of the Interaction Concentrator log options.

The meaning of the log options valid values are as follows:

- `0`—No troubleshooting-related logging
- 1—Logging of errors only
- 2—Detailed troubleshooting-related logging
- 3—Full details in troubleshooting-related logging

- x-conn-debug-open
- x-conn-debug-select
- x-conn-debug-timers
- x-conn-debug-write
- x-print-attached-data
- x-print-treatment-attr
- x-server-config-trace-level
- x-server-dbw-debug-level
- x-server-dbw-trace-level
- x-server-debug-level
- x-server-gcti-trace-level
- x-server-http-trace-level
- x-server-smtp-trace-level
- x-server-trace-level

x-conn-debug-open

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to network connections and disconnections at a transport protocol level. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with respect to network connection messages.

x-conn-debug-select

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to incoming information at a transport protocol level. This option may significantly increase log volume. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option, with respect to incoming information messages.

x-conn-debug-timers

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to triggering connection timers at a transport protocol level. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option, with respect to connection timer-triggering messages.

x-conn-debug-write

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to outgoing information at a transport protocol level. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with respect to outgoing information messages.

x-print-attached-data

Default Value: 0
Valid Values: 0 | 1
Changes Take Effect: Immediately

Specifies whether user data is written to the log. Genesys recommends that you do not change the default setting (`0`), because printing user data to the log can significantly increase log size and impact system resources.

- `1` - Enables printing user data to the log.
- `0` - Suppresses printing user data to the log.

x-print-treatment-attr

Default Value: 1
Valid Values: 0 | 1
Changes Take Effect: Immediately

Enables you to have Interaction Concentrator hide certain attributes in the ICON log file. These attributes, which appear in TEvent messages, are the following: AttributeCollectedDigits, AttributeLastDigit, AttributeDTMFDigits, and AttributeTreatmentParms.

Valid values:

- 1 - Enables printing treatment attributes to the log.
- 0 - Suppresses printing treatment attributes to the log.

x-server-config-trace-level

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to the configurations of the objects on which it relies. Messages can include configuration information about the ICON `Application` object itself. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to configuration information messages.

x-server-dbw-debug-level

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

NOTE: This debug-level option should only be used when recommended by Genesys.

Specifies the verbosity with which ICON logs messages that are related to data-writing operations with the persistent queue and IDB. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to data-writing operation messages.

x-server-dbw-trace-level

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to data-writing operations with the persistent queue and IDB. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to data-writing operation messages.

x-server-debug-level

Default Value: 0
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Like **x-server-trace-level**, specifies the verbosity with which ICON prints troubleshooting-related logs. ICON supports both option names, but Genesys recommends using the **x-server-trace-level** option name.

x-server-gcti-trace-level

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to its CTI communications. Messages can include TEvents that ICON receives from T-Server, including call-related and party-related events, and they can also include reports about CTI transactions. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to CTI communications messages.

x-server-http-trace-level

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to its HTTP communications. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to HTTP communications messages.

x-server-smtp-trace-level

Default Value: As specified by the x-server-trace-level option
Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to its SMTP communications. The value `0` disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to SMTP communications messages.

x-server-trace-level

Default Value: 0
Valid Values: 0 | 1 | 2 | 3
Changes Take Effect: Immediately

Specifies the verbosity with which ICON prints troubleshooting-related logs. This option sets the default value for all troubleshooting-related log options that are unique to ICON. That is, the value that you set for this option applies to the following function-specific options if you do not configure them:

- **x-conn-debug-open**
- **x-conn-debug-select**
- **x-conn-debug-timers**
- **x-conn-debug-write**
- **x-server-config-trace-level**
- **x-server-dbw-trace-level**
- **x-server-gcti-trace-level**
- **x-server-smtp-trace-level**
- **x-server-http-trace-level**

If you do set a value for any of these function-specific options, and if that value differs from the **x-server-trace-level** option value, the function-specific option value supersedes the **x-server-trace-level** option value for log messages that are related to that particular function.

Switch Options

This section describes the configuration options configured on the Annex tab of any Switch configuration object that is monitored by a T-Server/SIP Server related to your Interaction Concentrator. Interaction Concentrator processes these options.

Important: The information in this section does not apply to multimedia switches.

All the Switch configuration options that affect Interaction Concentrator behavior are contained in a special configuration section, gts. If required, create this section on the Annex tab of the Switch object.

gts Section

- call-deletion-timeout
- delivered-flag
- emulate-event-queued-extrp
- emulate-event-queued-rp
- emulate-event-queued-rq
- fix-time-stamps
- gcti-re-registration-tout
- gls-acw-first
- gls-associations-rule
- gls-enable-acw-busy
- gls-flag-on-disconnect
- gls-improve-data-for-agent
- gls-max-duration
- gls-max-inactivity
- gls-use-ts-id
- gts-dnis-detection
- lookup-queue-on-ringing
- min-tsync-roundtrip
- ring-divert
- same-dn
- sst-options
- support-dn-type-N
- suppress-user-data
- switch-multi-links-enabled
- sync-calls-on-switchover
- third-party-queue-in-divert
- use-server-partyuuid
- valid-digits

call-deletion-timeout

Default Value: 30
Valid Values: 0-3600
Changes Take Effect: Immediately

Specifies the amount of time, in seconds, that ICON delays call context deletion after receiving a notification that the call has been deleted in T-Server.

delivered-flag

Default Value: 0, 2
Valid Values: 0, 1, 2, 3
Changes Take Effect: After restart

Controls when an unmonitored party is reconstructed (regarding an event flow), and when a transition to the alerting state occurs for this party in the call to an external destination (regarding the switch).

Default values:

- 0—(For all switches except Cisco CallManager)
- 2—(For Cisco CallManager)

Valid Values:

- 0—The alerting state is generated when EventDialing arrives.
- 1—The alerting state is generated when EventNetworkReached arrives.
- 2—The alerting state is generated when EventEstablished arrives.
- 3—An unmonitored party is not reconstructed.

Genesys Customer Care recommends that you set the value of this option to 3 only for a particular event flow.

emulate-event-queued-extrp

Default Value: -1
Valid Values: 0, 1, -1
Changes Take Effect: Immediately

Enables the emulation of EventQueued for an External Routing Point that belongs to this switch.

Valid values:

- 0—EventQueued is not emulated.
- 1—EventQueued is emulated.
- -1—Whether EventQueued is emulated is determined by other conditions and/or by the DN type.

Generation of EventQueued for an External Routing Point depends on a particular T-Server and its switch. ICON requires this event for correct party representation in any environment.

For help setting this option correctly, contact Genesys Customer Care.

emulate-event-queued-rp

Default Value: -1
Valid Values: 0, 1, -1
Changes Take Effect: Immediately

Enables the emulation of EventQueued for a Routing Point that belongs to this switch.

Valid values:

- 0—EventQueued is not emulated.
- 1—EventQueued is emulated.
- -1—Whether EventQueued is emulated is determined by other conditions and/or by the DN type.

Generation of EventQueued for a Routing Point depends on a particular T-Server and its switch. ICON requires this event for correct party representation in any environment.

For help setting this option correctly, contact Genesys Customer Care.

emulate-event-queued-rq

Default Value: -1
Valid Values: 0, 1, -1
Changes Take Effect: Immediately

Enables the emulation of EventQueued for a routing queue that belongs to this switch.

Valid values:

- 0—EventQueued is not emulated.
- 1—EventQueued is emulated.
- -1—Whether EventQueued is emulated is determined by other conditions and/or by the DN type.

Generation of EventQueued for a routing queue depends on a particular T-Server and its switch. ICON requires this event for a correct party representation in any environment.

For help setting this option correctly, contact Genesys Customer Care.

fix-time-stamps

Default Value: 0
Valid Values: 0, any non-zero integer
Changes Take Effect: After restart

Enables adjustment of timestamps when the CTI event contains an earlier timestamp than the

timestamp from a previously received CTI event.

Valid values:

- `0`—Adjustment is disabled.
- Any non-zero integer—Adjustment is enabled.

gcti-re-registration-tout

Default Value: 0 10
Valid Values: 0, any integer between 10 and 1800 (seconds)[space] any integer between 10 and 1800 (seconds)
Changes Take Effect: Immediately
Introduced: On the Switch level: 8.1.503.03; on the ICON Application level: 8.1.514.09
Related Feature: Configuring DN Re-registration

Enables you to control the re-registration timer, which enables you to set up a DN re-registration procedure on the T-Server/SIP Server link. Re-registration attempts will continue until all unregistered DNs on the specified Switch are registered.

This option is configured on the ICON Application object, or on the Switch configuration object, or both. If it is set only on the ICON Application object, it applies to all switches ICON is configured to monitor. If any Switch object is configured with a value different from that set on the ICON Application object, the Switch value takes precedence for that Switch.

This option contains two parameters, which control the following:

- Minimum re-registration timeout
- Maximum re-registration timeout

Configure the option as two integers separated by a space: `minimum maximum`

If you do not configure **gcti-re-registration-tout** (which is equivalent to setting the min re-registration timeout to `0`), ICON does not perform re-registration of DNs on this T-Server link. (Note that initial DN-list registration procedure is always performed when ICON starts up).

On connecting to T-Server/SIP Server, ICON starts the registration procedure. If ICON receives DN registration errors, it will continue attempts to register the unregistered DNs, increasing the timeout by the previous timeout value x 1.5 with each attempt, until ICON reaches the specified maximum re-registration timeout value.

Important: The increase in the timeout value is intended to reduce network traffic load.

After reaching the max re-registration timeout, ICON returns to the minimum re-registration timeout value and starts the process of building to the maximum timeout again. This process continues indefinitely. After all DNs are registered, ICON deletes the re-registration timer and stops sending requests.

Invalid Values:

- If you enter an invalid value for the minimum, the value defaults to `0` and no re-registration attempts

occur.

- If you enter an invalid value for the maximum, the value defaults to 10.

Reasons the Timer Might Reset

If you do either of the following, the current re-registration timeout is reset to the minimum timeout value:

- If the minimum value is changed.
- If the maximum value is decreased compared to the previous value.

If the maximum value is increased compared to the previous value, ICON continues the re-registration procedure until the re-registration timeout exceeds the new maximum value.

Examples

- 20—ICON starts re-registration attempts every 20 seconds. Attempts are endless.
- 10—ICON starts re-registration attempts every 10 seconds. Attempts are endless.
- 3—ICON does try to re-register. The invalid minimum value is reset to 0.
- 60 600—ICON starts re-registration attempts starting at 60 seconds and then increasing the timeout with every attempt in the following pattern: 60 seconds, 90 seconds (60 x 1.5), 135 seconds (90 x 1.5), and so on, until it reaches the max timeout value of 600 seconds. Then ICON continues re-registration attempts starting from the minimum timeout value and repeating the sequence indefinitely.
- 5 300—ICON does not start re-registration attempts. The invalid minimum value is reset to 0.

Limitation: This functionality applies to voice Switches only.

Limitation: There is a possible scenario in which ICON has sent TRegisterAddress but does not receive an EventError response from T-Server/SIP Server. Because ICON does not receive a response to the previous request, it does not try to send re-registration requests for this DN until the delayed message arrives or until the next time ICON reconnects with the associated T-Server/SIP Server.

gls-acw-first

Default Value: -1
Valid Values: -1, 0, 1
Changes Take Effect: After restart

Specifies which interaction ICON associates with after-call work (ACW). This option is configured in the ICON Application, or in the Switch configuration object, or both. If it is set only in the ICON Application, it applies to all switches ICON is configured to monitor. If any Switch object is set with a value different from that set in the ICON Application, the Switch value takes precedence.

Valid values:

- -1—ICON uses the value of the gls-acw-first option specified in the ICON Application object. If no value is set at the application level, ICON associates the last voice interaction with after-call work.

- 0—ICON associates the last voice interaction with after-call work.
- 1—ICON associates the first voice interaction with after-call work.

By default, ICON associates after-call work metrics with the voice interaction that immediately precedes the completion of the after-call work (the last voice interaction).

Setting this option to 1 enables ICON to associate after-call work with the voice interaction that most recently changed the agent's state from NotBusy to Busy (the first voice interaction). In this case, subsequent voice interactions that occur during the period of after-call work are considered as related to ACW processing and should not interrupt measurement of ACW-related metrics.

When the agent logs out, changes his or her state to Ready, or goes NotReady for any reason other than to perform after-call work, ICON reports the end of the current ACW state.

Note: For SIP switches, the default value (-1) results in the same functionality as setting the option to 0.

In some scenarios in which the gls-improve-data-for-agent option is set to 1, it takes precedence over the gls-acw-first option and, as a result, ICON associates the last voice interaction with after-call work.

gls-associations-rule

Default Value: -1, 0
Valid Values: -1, 0, 1
Changes Take Effect: After restart

Controls, for this switch, how ICON associates DNs with a given agent login session. You can configure DN associations in Configuration Layer in two ways:

- Add DNs to the same Place object. For example, a DN of Position type and DN of Extension type on the same phone set on an Avaya switch must belong to the same Place. You might also configure DNs of different media types that are included into the same Place.
- Create a relationship between two DNs through the Association field in the DN Properties window.

Default values:

- -1—(For SIP switches)
- 0—(For all switches except SIP)

Valid values:

- -1—ICON associates each DN with a separate login session.
- 0—ICON associates a single login session with multiple DNs at a place.
- 1—ICON associates a single login session with two DNs associated through configuration.

The **gls-associations-rule** option enables ICON to process signaling on the associated DNs as follows:

-1—ICON creates two separate login sessions for an agent who logs in with two different login IDs at two DNs that belong to the same place. For example, when one DN is used for multimedia interactions and another DN is used for voice interactions, ICON handles agent login sessions at these two DNs separately.

0—ICON creates a single login session for two DNs that belong to the same place when an agent logs in at one of these DNs. For example, when an agent logs in at a position DN and an extension DN exists on the same phone set, ICON maintains a single login session for these two DNs.

1—ICON creates a single login session for two DNs that are related through the Association field when an agent logs in at one of these DNs. For example, when an agent logs in to different queues from two associated DNs, ICON maintains a single login session for these two DNs.

gls-enable-acw-busy

Default Value: 1
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies, for this switch, whether ICON should continue ACW and NotReady agent states when agents place or receive calls during the period of time that after-call work or NotReady agent state were invoked.

Valid values:

- 0—ICON continues ACW and NotReady agent states while an agent is handling another call.
- 1—ICON interrupts ACW and NotReady agent states while the agent handles another call.

The following IDB tables are affected by this option: G_AGENT_STATE_HISTORY, G_AGENT_STATE_RC, GS_AGENT_STAT, GS_AGENT_STAT_VM. For a description of these tables, refer to Introducing IDB Schema.

ICON recognizes completion of after-call work when any of the following occur:

- The agent logs out.
- The agent places himself/herself in Ready mode.
- The agent goes NotReady for any reason other than to perform after-call work. (This includes indirect work mode changes such as when the agent walks away from his or her desk for a period of time.)

Important: This option is not valid for SIP-compliant switches that handle interactions other than voice interactions.

gls-flag-on-disconnect

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: Immediately
Related Options: gls-use-ts-id

Valid values:

- 0—When reconnecting to T-Server, ICON compares the agent state from its memory with the state from EventRegistered. If the in-memory state does not match the currently reported agent state, ICON updates the agent state in both its internal memory and IDB. When disconnecting from T-Server, ICON performs no actions specific to agent states.
- 1—When disconnecting from T-Server, ICON closes any existing agent login sessions, and records this fact in IDB. When reconnecting to T-Server, ICON uses information from EventRegistered to start new agent login sessions, sets the current agent states, and writes this data to IDB.
- 2—When disconnecting from T-Server, ICON does not close any existing agent login sessions. Instead, it changes agents' states to UNKNOWN, and records these new states in IDB. When reconnecting to T-Server, ICON uses information from EventRegistered to restore the current agents' states and write them to IDB.

Important:

- Genesys recommends setting this option to 0 when the switch is monitored by T-Server 7.6.
- Genesys recommends that you do not set the value of this option to 1 for deployments supporting HA of agent data. If you choose to set this option to 1, however, a limited amount of HA agent data will be available (event sequence numbers only) provided that you also set the **gls-use-ts-id** configuration option in the [gts] section on the Switch Annex tab to 0.

gls-improve-data-for-agent

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

Specifies when ICON should process agent states data in two-step transfer and conference scenarios.

Valid values:

- 0—EventCallDeleted triggers agent states data processing (legacy behavior).
- 1—Enables ICON to process agent states data based on EventReleased and store a more accurate value of PartyID in the G_AGENT_STATE_HISTORY table when a record describes one of the following:
  - An agent state changing from Busy to another state
  - An agent state changing from Busy to Busy
  - An agent state changing to ACW

Important: Genesys Info Mart customers should use the default value for this option.

gls-max-duration

Default Value: 0
Valid Values: 0-720
Changes Take Effect: Immediately

Related Options: gls-max-inactivity

Specifies the maximum amount of time, in hours, that an agent login session can last on a DN that belongs to this switch. Setting the option value to `0` prevents ICON from checking session durations.

In deployments that use T-Server release 7.6 or later, ICON ignores the **gls-max-duration** option. With T-Server release 7.6 and later, T-Server generates agent login session IDs and controls the login sessions. In this environment, the **gls-max-duration** option has no effect on ICON reporting.

Earlier releases of T-Server do not provide agent login session IDs. In these environments, ICON generates its own agent login session IDs, and uses the **gls-max-duration** and **gls-max-inactivity** options to help manage reporting on agent login session activity.

gls-max-inactivity

Default Value: 0
Valid Values: 0-72
Changes Take Effect: Immediately
Related Options: gls-max-duration

Specifies the maximum allowed inactivity period, in hours, during a single login session. ICON closes any agent login session for which no agent-related activity is detected during the specified interval. Setting the option value to `0` prevents ICON from checking inactivity durations.

In deployments that use T-Server release 7.6 or later, ICON ignores the **gls-max-inactivity** option. With T-Server release 7.6 and later, T-Server generates agent login session IDs and controls the login sessions. In this environment, the **gls-max-inactivity** option has no effect on ICON reporting.

Earlier releases of T-Server do not provide agent login session IDs. In these environments, ICON generates its own agent login session IDs, and uses the **gls-max-duration** and **gls-max-inactivity** options to help manage reporting on agent login session activity.

gls-use-ts-id

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: After restart
Related Options: gls-flag-on-disconnect

Valid values:

- `0`—ICON generates the login session ID itself.
- 1—ICON uses the login session ID (GUID) generated by T-Server.

Important: If you set this option to `0`, make sure you also set the **gls-flag-on-disconnect** option to 1 in order to access available HA agent data.

gts-dnis-detection

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies how the value of DNIS is determined for outbound calls.

Valid values:

- 0—The DNIS is captured only from the attributeDNIS value in the TEvents related to the outbound call.
- 1—An extended algorithm is used to find the value of the DNIS.

lookup-queue-on-ringing

Default Value: 1, 0
Valid Values: 1, 0
Changes Take Effect: After restart
Introduced: 8.1.400.20

Enables ICON to identify the parent party from AttributeThisQueue in the EventRinging TEvent in complex transfer scenarios when the transfer is completed to a distribution DN before the call rings on the target DN, such as in a two-step blind transfer from a Routing Point or a Queue. This option is useful only for T-Servers, such as SIP Server, that provide AttributeThisQueue in the EventRinging TEvent.

Default values:

- 1—This is the default for SIP switches, SIP network switches, and VoIPSMCP switches.
- 0—This is the default for other/non-SIP related switch types.

Valid values:

- 1—ICON checks whether EventRinging has a value for AttributeThisQueue. If this attribute is present, ICON searches for an active party on this queue. If such a party exists, it is set as the parent party for the new party created on ringing.
- 0—ICON does not check whether EventRinging has a value for AttributeThisQueue.

min-tsync-roundtrip

Default Value: 50
Valid Values: 0-500
Changes Take Effect: Immediately
Discontinued: 8.1.502.04
Related Options: tsync-threshold

Specifies the amount of time, in milliseconds, allowed for messages sent from ICON to T-Server to be

acknowledged by T-Server, for the purposes of time synchronization. All messages that are acknowledged within the specified round-trip delay are considered valid for the purposes of calculating the time difference between the ICON host and the T-Server host.

The value `0` indicates that no calculation will be performed.

ring-divert

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart
Related Options: lookup-queue-on-ringing

Controls whether ICON identifies the PARENTPARTYID and the PARENTLINKTYPE of the Ringing party in event flows in which EventRinging comes before EventDiverted or the call is routed to an external switch.

You can set this option on the `Annex` tab either of the `Switch` or the `DN` configuration object, or both. If it is set to a valid value, the DN-level option overrides the value set for the Switch.

Valid values:

- `0`—ICON preserves its former behavior; that is, ICON does not identify the PARENTPARTYID or the PARENTLINKTYPE in the above-described event flows. Note however, that if the **ring-divert** option is set to `0`, ICON can still identify the PARENTPARTYID or the PARENTLINKTYPE if the **lookup-queue-on-ringing** option is set to 1.
- 1—ICON correctly sets the value of the PARENTPARTYID and the PARENTLINKTYPE.

Starting in release 8.1.400.20, Interaction Concentrator supports event flows in which EventRinging comes before EventDiverted for two-step transfer scenarios in which the transfer is completed before the call rings on the target DN. In previous versions, such event flows were not supported, even if you set the **ring-divert** option value to 1.

same-dn

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart
Introduced: 8.1.508.09

Controls whether ICON can correctly identify the DBID of a DN in multi-site environments where both a DN on an internal, monitored Switch and a DN on an external Switch have the same name. For additional information about this functionality, see Recognizing the Correct DN in Environments Where Internal and External DNs Have the Same Name.

Valid values:

- `0`—ICON does not use an extended mechanism to resolve the identity of external DNs.
- 1—ICON uses the extended approach described above to resolve external DNs.

If all DNs on both switches are unique, then setting **same-dn** to 1 does not affect scenarios where otherDN is external. However, for scenarios where otherDN is internal, setting **same-dn** to 1 may lead to the following changes in IDB:

- The CSEQ value in user data tables may be less for user data from pending events.
- Party timestamp values may be greater in related tables.

If you set **same-dn** to 1, ICON does not reconstruct the external party if the external party DN name is the same as the local DN name of the originating party.

Refer to the documentation for your T-Server to check whether your T-Server provides EventCallPartyAdded data (required for proper processing by ICON).

sst-options

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies the TEvents that ICON uses to recognize a single-step transfer, in order to ensure the correct processing of scenarios involving a single-step transfer.

Valid values:

- 0—EventReleased, followed by a corresponding EventRinging or EventQueued. Arrivals of EventReleased, EventRinging, or EventQueued trigger the recognition logic.
- 1—EventReleased only. Arrival of EventReleased with an additional cause attribute triggers the recognition logic.

Set this value to 1 for:

- SIP Server deployments with VoIP IVRs (GVP and third-party)
- T-Server for Siemens HiPath 4000 CSTA III.

support-dn-type-N

Default Value: -1
Valid Values: 0, 1, -1
Changes Take Effect: After ICON connects or reconnects to T-Server

Specifies whether ICON should register on the specified type of DN. To specify the type, replace *N* in the option name with the desired type. For example, Extension = 1, so **support-dn-type-1** controls behavior with respect to Extensions; whereas Virtual Queue = 5, so **support-dn-type-5** controls behavior with respect to Virtual Queues.

Valid values:

- 0—ICON does not register with T-Server for any events related to DNs of the specified type that belong to this switch.
- 1—ICON registers with T-Server for events related to DNs of the specified type that belong to this switch.
- -1—ICON registers with T-Server for the default list of DNs.

The default list of DNs depends on your environment. For example, if you set the value to -1, ICON functions as follows:

- In a SIP Cluster environment, ICON does not register on any DN type except Routing Points.
- In a stand alone (non-Cluster) environment, the ICON setting applies to registration on a preset group of DNs.

suppress-user-data

Default Value: -1
Valid Values: 0, 1, -1
Changes Take Effect: After restart

Specifies whether the switch instructs T-Server to propagate attached data only when the attached data changes. This optimizes ICON processing of attached data by reducing network traffic.

This option can be set at the level of the Switch or the ICON Application. ICON automatically detects the Switch-level option setting. If the Switch-level option is set to the value of 1 (unchanged attached data suppressed), T-Server TEvents are optimized for all ICON applications that connect to the T-Servers for that Switch. In this case, the Switch-level option setting overrides any ICON-level settings of 0 (unchanged attached data not suppressed). If the Switch-level option is set to -1 (the default), an Application-level setting of 1 overrides it.

Valid values:

- 0—Unchanged attached user data is not suppressed.
- 1—Unchanged attached user data is suppressed.
- -1—The value set at the Application level controls the behavior. If the Application-level option is set to 0 and the setting on the Switch object is -1, unchanged attached user data is not suppressed.

switch-multi-links-enabled

Default Value: 0
Valid Values: 1, any other integer
Changes Take Effect: After restart

Specifies whether this switch is working in load-balancing mode; that is, it is served by multiple Network T-Servers or IVR T-Servers. ICON uses this option to determine whether to enable connection to more than one Network T-Server or IVR T-Server serving this switch.

Valid values:

- 1—A network or IVR switch in load-balancing mode.
- `Any other integer`—Not a network or IVR switch in load-balancing mode.

This option should be used only in a configuration in which Network T-Servers or IVR T-Servers are working in load-balancing mode; that is, when there is no duplication in notification events received in ICON via connections to these T-Servers. Currently, load balancing mode is supported only for Network T-Servers and IVR T-Servers.

sync-calls-on-switchover

Default Value: 1
Valid Values: 0, 1
Changes Take Effect: Immediately
Introduced: 8.1.514.25

Specifies whether Interaction Concentrator should close stuck calls that were not confirmed as active after a T-Server/SIP Server switchover occurred.

- `1` - Close stuck calls that were not confirmed as active after the switchover.
- `0` - Do not close stuck calls that were not confirmed as active after the switchover.

third-party-queue-in-divert

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart

Specifies how Interaction Concentrator should process multi-queue scenarios in which a call is distributed to multiple queues simultaneously, then it is distributed from one of these queues and cleared from the remaining queues. When the option is set to 1, Interaction Concentrator takes into account AttributeThirdPartyQueue in EventDiverted when AttributeCallState has a value of `0` in order to process interactions in the same way as for redirect scenarios.

Currently only T-Server for Avaya Communication Manager release 7.6 and higher supplies AttributeThirdPartyQueue. For all other T-Servers, Genesys recommends that you use the default value of the **third-party-queue-in-divert** option.

Valid values:

- `0`—Interaction Concentrator does not check for the presence of AttributeThirdPartyQueue in EventDiverted.
- 1—Interaction Concentrator checks for the presence of AttributeThirdPartyQueue in EventDiverted.

Important:

- Genesys Info Mart 7.x customers should use the default value for this option.
- In multi-queue scenarios, distribution to external DNs is not supported.

use-server-partyuuid

Default Value: -1
Valid Values: 0, 1, -1
Changes Take Effect: After restart
Introduced: 8.1.508.09

Interaction Concentrator can use the SIP Server PARTYUUID as the PARTYGUID value to support multiple routing attempts in single-site and multi-site scenarios, if SIP Server provides this information. ICON stores the data in the TS_PARENTPARTYGUID column in the G_PARTY table with the key name parent-party-uuid from AttributeExtensions.

Important:

- The functionality enabled by this option requires SIP Server release 8.1.102.13 or higher.
- SIP Server provides a parent PARTYUUID value only if the parent party is a Routing Point.
- The party identified by SIP Server in the TS_PARENTPARTYID field may differ from the party ICON stores in the PARENTPARTYID field. For example, if the parent party is associated with an external routing point, SIP Server reports the grandparent (as reported by ICON) as a parent party.

Valid values:

- `-1`—ICON behavior is defined at the moment it connects to T-Server or SIP Server.
- `0`—ICON works in compatibility mode and generates the PARTYGUID rather than taking it from an external source. This also means that ICON does not write TS_PARENTPARTYGUID values. Note that when running in cluster mode, ICON always uses AttributePartyUUID to generate the PARTYGUID.
- `1`—ICON takes the PARTYGUID from AttributePartyUUID (if available) and writes TS_PARENTPARTYGUID values (if available).

Which Option Setting Takes Precedence?

- If you set a specific value on the `Switch` level (`0` or `1`), this value takes precedence.
- If you set the `Switch`-level option value to `-1` (or leave it as the default) and set the ICON `Application` object option value to either `0` or `1`, then the ICON `Application` object value takes precedence.
- If you set the option to `-1` at both the `Switch`-level (where it is the default value) and the ICON `Application` object-level, the actual value is defined when ICON connects to SIP Server or a T-Server. If ICON connects to SIP Server, the value is reset to `1`. If ICON connects to a T-Server, the value is reset to `0`.

valid-digits

Default Value: 0123456789
Valid Values: Any string
Changes Take Effect: Immediately

Valid values:

Any string which contains the set of signs/digits/characters that can be used in dialing numbers. This string has a maximum length of 255 characters.

Interaction Concentrator does not use this option directly; its value affects other Genesys applications, such as Orchestration Server.

DN Options

This page describes the ICON-related configuration options configured on the Annex tab of a DN configuration object. Interaction Concentrator processes these options.

All the DN configuration options that affect Interaction Concentrator behavior are contained in a special configuration section, gts. If required, create this section on the Annex tab of the DN object.

gts Section

- do-not-register
- emulate-event-queued
- ivr
- monitor
- ring-divert

do-not-register

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart

Enables you to prevent ICON from registering specified DNs. ICON does not receive any events from these DNs and processes data from these DNs as external.

Valid values:

- 0 - ICON functions as in prior releases, and registers this DN.
- 1 - ICON does not register the specified DN.

emulate-event-queued

Default Value: 1, 0
Valid Values: 1, 0
Changes Take Effect: Immediately

Enables the emulation of EventQueued for this particular DN. This setting supersedes the value set in an EventQueued-related option at the Switch level.

Important: Generation of EventQueued for a Routing Point, a Routing Queue, and an External Routing Point depends on a particular T-Server and its switch. ICON requires this event for correct party representation in any environment.

Default values:

- `0` - For a Routing Queue DN
- `1` - For a Routing Point DN and an External Routing Point DN

Valid values:

- `0` - EventQueued is not emulated.
- `1` - EventQueued is emulated.

ivr

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: Immediately
Related Options: gls-ivr

Specifies whether ICON treats this DN as an IVR port. By default, ICON identifies DNs as IVR ports using one of the following criteria:

- DN has a type of Voice Treatment Port in Configuration Database.
- DN has a type of ACD Position or Extension, and it is specified as an Associated DN in the properties of the IVR port.

Valid values:

- `0` - ICON does not recognize this DN as an IVR port unless the DN configuration satisfies one of the above criteria.
- `1` - ICON treats this DN as an IVR port regardless of other configuration parameters specified for this DN.

You must set the value of this option to 1 if (a) you want ICON to reliably report that the endpoint associated with a party is an IVR port; and (b) the DN configuration does not satisfy either of the above criteria.

Warning: ICON does not limit the DNs to which you can apply this configuration value, and there are no internal checks to verify that the value is correct for your deployment. Set this configuration option carefully to avoid unwanted downstream implications. For example, if you incorrectly set this option to 1 for a non-IVR device type, ICON will report it as an IVR device, and the downstream reporting application might interpret ICON data incorrectly.

See the **gls-ivr** option description to exclude data about agent activity associated with this IVR device from IDB storage. See also the description of the GSYS_EXT_INT1 field in the G_PARTY_HISTORY table, which can be found in the *Interaction Concentrator 8.1 Physical Data Model* document for your RDBMS.

monitor

Default Value: 1
Valid Values: 1, 0
Changes Take Effect: Immediately
Dependencies: support-dn-type-N

Applicable to DNs of the Virtual Queue type, this option enables the processing of Virtual Queue–related events for this particular DN. This option is meaningful only when the **support-dn-type-N** configuration option is set to 1 (default) in the corresponding Switch object configuration.

Valid values:

- 0 - ICON does not handle any Virtual Queue–related events for this DN.
- 1 - ICON processes Virtual Queue–related events for this DN.

ring-divert

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: Immediately
Related Options: lookup-queue-on-ringing

Controls whether ICON identifies the PARENTPARTYID and the PARENTLINKTYPE of the Ringing party in event flows in which EventRinging comes before EventDiverted or the call is routed to an external switch.

You can set this option on the Annex tab either of the Switch or the DN configuration object, or both. If it is set to a valid value, the DN-level option overrides the value set for the Switch.

Valid values:

- 0 - ICON preserves its former behavior; that is, ICON does not identify the PARENTPARTYID or the PARENTLINKTYPE in the above-described event flows. Note however, that if the **ring-divert** option is set to 0, ICON can still identify the PARENTPARTYID or the PARENTLINKTYPE if the **lookup-queue-on-ringing** option is set to 1.
- 1 - ICON correctly sets the value of the PARENTPARTYID and the PARENTLINKTYPE.

Starting in release 8.1.400.20, Interaction Concentrator supports event flows in which EventRinging comes before EventDiverted for two-step transfer scenarios in which the transfer is completed before the call rings on the target DN. In previous versions, such event flows were not supported, even if you set the **ring-divert** option value to 1.

Script Options

This page describes the ICON-related configuration options configured on the Annex tab of a Script configuration object of the interaction queue and simple routing (for a routing strategy) types. Interaction Concentrator processes these options.

The Script configuration options that affect Interaction Concentrator behavior are contained in a special configuration section, callconcentrator. If required, create this section on the Annex tab of the Script object.

callconcentrator Section

- om-activity-report
- om-memory-clean

om-activity-report

Default Value: True
Valid Values: True, False
Changes Take Effect: After restart

Applies to objects of type *simple routing*. Specifies whether ICON stores activity data that is related to a particular strategy. If the value is set to false, ICON does not store in IDB any data about parties for this strategy or any user data changes that are made by this strategy.

Regardless of the value of this option, ICON processes EventInteractionStopped events.

om-memory-clean

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart
Dependencies: om-memory-optimization, om-max-in-memory

Applies to objects of type *interaction queue*. Specifies whether ICON immediately removes an interaction from memory when the interaction is placed in the interaction queue.

Valid values:

- `0` - ICON does not take any special action to remove an interaction when it is placed in the interaction queue.
- `1` - ICON immediately removes an interaction when it is placed in the interaction queue.

Important: The `Application`-level **om-memory-optimization** option must be set to `true` for the **om-memory-clean** option to work.

Regardless of the value of this option, the removal of an interaction from ICON memory can be triggered by the value set for the `Application`-level **om-max-in-memory** option.

DAP Option

This section describes the ICON-related **role** configuration option that you configure in the callconcentrator section on the `Options` tab of a `Database Access Point (DAP)` configuration object that specifies an IDB connection. Interaction Concentrator processes this option.

callconcentrator Section

- role

role

Default Value: all
Valid Values: all, cfg, gcc, gls, gos, gud
Changes Take Effect: After ICON restart

Specifies the type of data that this ICON instance processes and stores in IDB.

Important: Role assignments must be configured using only lower case (for example, `cfg`). ICON interprets uppercase (CFG) or mixed case (Cfg) settings as invalid and defaults to the `all` role.

Valid values: A comma-separated list including any of the following:

- `all` - Stores all types of data.
- `cfg` - Stores the initial configuration state and a history of configuration changes retrieved from Configuration Server.
- `gcc` - Stores interaction-related and party-related information—that is, T-Server and Interaction Server data that pertains to voice and multimedia interactions, and the parties associated with those interactions.
- `gls` - Stores T-Server and Interaction Server data that pertains to agent states and agent login sessions.
- `gud` - Stores T-Server and Interaction Server data that pertains to the attached data associated with calls.
- `gos` - In an environment with the Outbound Contact solution, stores OCS data that pertains to outbound calls and campaigns.

Any combination of the valid values can be used. Prefixing an option value with a tilde (~) excludes that type of data from ICON processing, and includes all other types. For example, the value `~cfg`

deactivates ICON processing of configuration data, and activates processing and storage of all other types of data. Ensure that the role that you specify for the ICON instance is consistent with the role that you specify for the DAP (see below for DAP-specific considerations).

Examples of correct settings:

- role = `cfg,gcc,gud`
- role = `all`
- role = `gcc,gud,gls,gos`
- role = `~cfg`

(The last two examples are equivalent.)

DAP-Specific Notes

All types of ICON data go through the same DAP in the following cases:

- No `role` option is defined for the DAP.
- The `role` option is defined, and its value is explicitly set to `all`.
- You specified only one DAP object on the `Connections` tab of the ICON `Application` object.

Important

- Regardless of whether a given DAP handles all types of ICON data or a subset of them, a separate database connection is opened for each type of data.
- Ensure that the role that you specify for the DAP is consistent with the role that you specify for the associated ICON instance.
- A DAP cannot be assigned the `lrm` role. If you do so, it is ignored and the default value (`all`) is used.
- All ICON instances are assigned a predefined role, `svc`, to store service information about the ICON instance, for identification purposes, in IDB. The `svc` role cannot be turned off, and you do not need to specify it in the option configuration.