Interaction Concentrator

Switch Options

4/4/2025

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.