



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Interaction Concentrator

Interaction Concentrator Options Reference

4/13/2025

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 DNSs.

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-long-cust-field	0	Immediately
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
Section	Option	Default	Changes Take Effect

Interaction Concentrator Options Reference

Section	Option	Default	Changes Take Effect
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
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-eqn	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-fadata	false	Immediately
callconcentrator	use-dss-monitor	0	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
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
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-	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
		server-trace-level option	
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
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
gts	gls-associations-rule	-1, 0	After restart
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