GENESYS™

Stat Server

OCCExtension

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OCCExtension

This section is defined on the `Options` tab of the Stat Server Application object and has to be named `OCCExtension`. It is required for proper functioning of agent assignments in scenarios involving switchovers between a primary/backup Outbound Contact Server pair. OCC Extension supports the ability to reset agent assignments-related actions both by the explicit request from Outbound Contact Server and upon Outbound Contact Server disconnect.

- assignment-reset-delay
- java-extension-jar
- print-level

assignment-reset-delay

Default Value: 30000
Valid Values: Positive integer
Changes Take Effect: After restart
Dependencies: java-extension-jar = OCCStatExtension.jar

This option specifies the reset delay, in milliseconds, for agent assignments-related actions. The delay is applied upon an Outbound Contact Server disconnect or upon an Outbound Contact Server explicit request to reset these actions. Genesys recommends to keep this option at default value, unless explicitly instructed otherwise.

java-extension-jar

Default Value: OCCStatExtension.jar
Valid Values: OCCStatExtension.jar
Changes Take Effect: After restart

This mandatory option indicates that other parameters in this section are submitted to OCC Extension upon extension load.

print-level

Default Value: standard
Valid Values: debug, standard, or trace
Changes Take Effect: After restart
Dependencies: java-extension-jar = OCCStatExtension.jar

This option sets the logging verbosity level of OCC Extension.