



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.

## Genesys Engage Digital (eServices)

channel-chatbot Section

## channel-chatbot Section

- driver-classname
- file-upload-max-size
- file-upload-types
- ha-bot-recovery-batch
- ha-bot-recovery-enabled
- ha-bot-start-unrestricted
- ha-chat-reconnecting-attempts
- ha-chat-reconnecting-delay
- hide-attached-data
- holdup-attribute-name
- holdup-reset-seconds
- holdup-timeout-seconds
- kafka-batch-size
- kafka-buffer-memory
- kafka-cluster-brokers
- kafka-topic-name
- kafka-zookeeper-nodes
- message-log-print-size
- tenant-dbid
- ucs-in-use

### driver-classname

**Default Value:** com.genesyslab.chat.bots.cbpdriver.ChatbotDriver

**Valid Values:** Any string

**Changes Take Effect:** After restart

Defines the driver class name for DMS. For Bot Gateway Server this must always be "com.genesyslab.chat.bots.cbpdriver.ChatbotDriver".

### file-upload-max-size

**Default Value:** 2097152

**Valid Values:** Any integer from 0-1073741823

**Changes Take Effect:** Immediately

Specifies the maximum file size that can be uploaded by bot (in bytes).

### file-upload-types

**Default Value:** jpg:tif:gif:bmp:png:xls:xlsx:doc:ppt:pptx:pdf:csv:htm:txt

**Valid Values:** Any string

**Changes Take Effect:** Immediately

A colon-separated list of file extensions (case-insensitive), indicating the types of files that can be uploaded by bot. An empty string disables file uploading for bots.

## ha-bot-recovery-batch

**Default Value:** 200  
**Valid Values:** Any integer from 1-1000000  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.006.04

Specifies the number of interactions in a single batch, which BGS fetches from Interaction Server during a bot recovery procedure.

## ha-bot-recovery-enabled

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** After restart  
**Introduced:** 9.0.006.04

Enables (true) or disables (false, the default) bot recovery mode, when BGS restores bot sessions during startup or switchover to primary mode.

## ha-bot-start-unrestricted

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** Immediately  
**Introduced:** 9.0.006.04

In the case of starting multiple bots in the same chat session on different pairs of BGS instances, this option permits a bot to start even if HA support for the bot is not possible.

## ha-chat-reconnecting-attempts

**Default Value:** 15  
**Valid Values:** Any integer from 0-1000000  
**Changes Take Effect:** Immediately for new connections  
**Introduced:** 9.0.005.05

Specifies how many times Bot Gateway Server tries to reconnect the bot to the chat session when there is a Chat Server disconnect.

## ha-chat-reconnecting-delay

**Default Value:** 10

**Valid Values:** Any integer from 0-86400

**Changes Take Effect:** Immediately for new connections

**Introduced:** 9.0.005.05

Specifies the delay between attempts when Bot Gateway Server tries to reconnect the bot to the chat session when there is a Chat Server disconnect.

## hide-attached-data

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

Prohibits or allows the printing of (attached) user data in the log output. A value of true prohibits printing.

## holdup-attribute-name

**Default Value:** ScheduledAt

**Valid Values:** Valid interaction custom attribute

**Changes Take Effect:** Immediately for new connections

**Introduced:** 9.0.002.09

Specifies the interaction custom attribute name which is used by Bot Gateway Server as a timestamp for waiting mode. The interaction custom attribute name must be used in the workflow view condition so it will wait until the bot finishes the execution.

## holdup-reset-seconds

**Default Value:** 30

**Valid Values:** Any integer from 1-300

**Changes Take Effect:** Immediately for new connections

**Modified:** 9.0.005.05

Specifies an interval, in seconds, which Bot Gateway Server subtracts from "holdup-timeout-seconds" when it needs to extend the waiting period (for example, while the bot is still running). If this interval is more than or equal to "holdup-timeout-seconds" then the default value is used instead. Applies only for bots which are started with parameter ChatBotHoldup with value "true" (for example, in waiting mode).

## holdup-timeout-seconds

**Default Value:** 300

**Valid Values:** Any integer from 31-1800  
**Changes Take Effect:** Immediately for new connections  
**Modified:** 9.0.005.05

Specifies a waiting timeout, in seconds, which Bot Gateway Server sets for the interaction in ScheduledAt attribute. Applies only for bots which are started with parameter ChatBotHoldup=true (for example, in waiting mode).

## kafka-batch-size

**Default Value:** 100  
**Valid Values:** Any integer from 0-1073741823  
**Changes Take Effect:** Immediately

Specifies the maximum batch size that BGS sends to the Kafka server.

## kafka-buffer-memory

**Default Value:** 33554432  
**Valid Values:** Any integer from 0-1073741823  
**Changes Take Effect:** Immediately

Specifies the total bytes of memory reserved for BGS cache of Kafka records waiting to be sent to the server.

## kafka-cluster-brokers

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

Specifies a set of Kafka brokers in form of host:port separated by semicolon or comma.

## kafka-topic-name

**Default Value:** chat-bots-reporting  
**Valid Values:** Any string  
**Changes Take Effect:** Immediately

Specifies the name of Kafka topic to store the data.

## kafka-zookeeper-nodes

**Default Value:**

**Valid Values:** Any string

**Changes Take Effect:** Immediately

Specifies a set of Zookeeper nodes in form of host:port separated by semicolon or comma. This option is used only if kafka-cluster-brokers is not specified (in other words empty).

## message-log-print-size

**Default Value:** 0

**Valid Values:** Any integer from 0-7000

**Changes Take Effect:** Immediately

Specifies the number of characters from the whole client message that the log prints, starting from the beginning of the message.

## tenant-dbid

**Default Value:** valid value must be provided

**Valid Values:** Integer value with DBID

**Changes Take Effect:** After restart

**Modified:** 9.0.005.05

Specifies DBID of a tenant associated with channel.

## ucs-in-use

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After restart

Allows BGS to communicate with UCS which is required for structured messages and file attachments. BGS application must have connection to UCS if this option is set to "true".