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Genesys Engage Digital (eServices)

Genesys Cloud API Driver for Facebook

4/2/2025

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

- [channel-facebook-*any-name*](#)

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
channel-facebook-*any-name*	allowed-content-types		After restart
channel-facebook-*any-name*	confirm-failed-messages	false	Immediately
channel-facebook-*any-name*	driver-classname	com.genesyslab.mcr.smsserver.technical.facebook.cloud.FacebookC	After restart
channel-facebook-*any-name*	external-service-network-timeout	30	After restart
channel-facebook-*any-name*	fetch-image	true	Immediately
channel-facebook-*any-name*	gsa-account-name		After restart
channel-facebook-*any-name*	gsa-api-key		After restart
channel-facebook-*any-name*	gsa-batch-limit	200	Immediately
channel-facebook-*any-name*	gsa-batch-reserve-time	60	Immediately
channel-facebook-*any-	gsa-channel-id		After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
name*			
channel-facebook-*any-name*	gsa-channel-name		After restart
channel-facebook-*any-name*	gsa-url-base		After restart
channel-facebook-*any-name*	gsa-user-name		After restart
channel-facebook-*any-name*	gsa-user-password		After restart
channel-facebook-*any-name*	inbound-route		After restart
channel-facebook-*any-name*	itx-resubmit-attempts	3	Immediately
channel-facebook-*any-name*	itx-resubmit-delay	30	Immediately
channel-facebook-*any-name*	itx-submit-timeout	10	Immediately
channel-facebook-*any-name*	max-attachment-size	0	After restart
channel-facebook-*any-name*	password		After restart
channel-facebook-*any-name*	reconnection-timeout	180	Immediately
channel-facebook-*any-name*	submit-as-chat	true	Immediately
channel-facebook-*any-name*	x-debug-mode		After restart
channel-facebook-*any-name*	x-inbound-media	facebook	Immediately
channel-facebook-*any-name*	x-max-comments-per-post-to-process	50	Immediately
channel-facebook-*any-name*	x-sampling-period	3	Immediately
channel-facebook-*any-name*	x-submit-comments-itx	false	After restart
channel-facebook-*any-name*	x-submit-internal-itx	false	Immediately
Section	Option	Default	Changes Take Effect