Genesys Engage Digital (eServices)

channel-any_name Section

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business-id

Default Value: An empty string
Valid Values: A valid businessId
Changes Take Effect: After restart
Introduced: 9.1.007.05

Specifies channel businessID value.

- **Business phone number** for WhatsApp channel.
- **Integration ID** for Facebook Messenger channel.

Note that the value for Facebook Messenger is not supported and reserved for future use.

driver-classname

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value: An empty string
Valid Values: A comma-separated list of endpoints
Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media. These endpoints must exist in the Chat Server configuration. If this option is not specified or empty, the channel type is "no inbound", so inbound messages will not be ignored.
For example:
101:paging_endpoint—The endpoint for inbound messages, which is processed in "paging" mode.
101:paging_endpoint, 101:chat_endpoint—The same as previous, plus an additional endpoint for "session" mode. The endpoint for "session" mode is an endpoint specified in the Chat Server configuration. Chat Server will use this endpoint to place interactions into the interaction queue.

For example:

- not specified or empty -- means, that the channel type is 'no inbound', i.e. inbound messages will not be ignored.

- 101:paging_endpoint -- endpoint for inbound messages, which will be processed in 'paging' mode.

- 101:paging_endpoint, 101:chat_endpoint -- same as previous, plus additional endpoint for 'session' mode. Endpoint for 'session' mode is an endpoint specified in a Chat Server's configuration. Chat Server will use this endpoint to place interactions to interaction queue.

inbound-route-by-call

Default Value: An empty string
Valid Values: A valid endpoint
Changes Take Effect: After restart

Specifies the endpoint for outbound chat sessions created by "InviteToChat" requests. This endpoint must exist in the Chat Server configuration. Chat Server will use this endpoint to place interactions into the interaction queue. If this option is not specified or empty, the channel does not support "InviteToChat" requests.
For example:
inbound-route-by-call = 101:chat_endpoint, where "101:chat_endpoint" is the endpoint from the Chat Server configuration.

For example:

- not specified or empty -- means, that the channel does not support 'invite to chat' requests.

- 101:chat_endpoint -- endpoint for outbound chat session. This endpoint is an endpoint specified in a Chat Server's configuration. Chat Server will use this endpoint to place interactions to interaction queue.

media-origin

Default Value: generic-media

Valid Values:

- **applebc-session**: Apple Business Chat.
- **genesys-chat**: WhatsApp.

- **fbm-session**: Facebook Messenger.

- **fbp-session**: Facebook Public.

- **generic-media**: Other media.

Changes Take Effect: After restart
Introduced: 9.1.008.08

Specifies the name of the media source that the channel works with.

Note that the following values are reserved for future use:

- **fbm-session**: Facebook Messenger

- **fbp-session**: Facebook Public

media-type-chat-by-call

Default Value: An empty string
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the media type that is assigned to interactions submitted to Interaction Server by Chat Server, created by "InviteToChat" requests, (or "outbound chat").

reconnection-timeout

Default Value: 180
Valid Values: Any integer greater than or equal to 10
Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

session-asyncmode

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

Specifies whether the server works in asynchronous chat mode. Asynchronous chat mode means that the server never closes an active chat session by a timeout and provides a flag to Chat Server signaling the use of chat mode.

tenant-dbid

Default Value:
Valid Values: An integer value with DBID
Changes Take Effect: After restart

Specifies the DBID of a tenant associated with a channel. This option is required if option inbound-route is not set.

ucs-in-use

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

Allows the use of Universal Contact Server to save data, such as account relations.

ucs-request-timeout

Default Value: 10
Valid Values: 1-300
Changes Take Effect: After restart

Specifies the length of time, in seconds, to wait for UCS to return the result of an ESP request.