



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)

email-processing Section

12/15/2025

email-processing Section

- attachment-mngt
- autobot-agent-login-name
- autowar-detect-period
- autowar-max-reply-count
- autowar-scan-all-threads-of-contact
- bcc-address
- cc-userdata-limit
- check-email-address
- contact-identification
- default-domain
- default-from-address
- default-inbound-queue
- enable-autowar-detect
- enable-extract-uuencoded-file
- enable-firstname-lastname-auto-filling
- enable-inbound-processor
- enable-inbound-submitter
- enable-mail-loops
- enable-message-id-check
- enable-outbound-submitter
- enable-same-mail-from-mailboxes
- enable-stop-initial-emailin-after-extreply
- ext-resource-incoming-address
- fieldcode-format-locale
- inbound-msg-thread-pool-size
- inbound-processor-high-watermark
- inbound-processor-low-watermark
- inbound-processor-period
- inbound-processor-thread-pool-size
- inbound-submitter-high-watermark
- inbound-submitter-low-watermark
- inbound-submitter-period
- ixn-server-cnx-max-idle-time
- ndr-senders-list
- outbound-msg-charset
- outbound-status-update-retry-count
- outbound-submitter-high-watermark
- outbound-submitter-low-watermark
- outbound-submitter-period
- quote-cc
- quote-from
- quote-prefix
- quote-sent
- quote-separator
- quote-subject
- quote-to
- socket-timeout
- subject-forward-prefix
- subject-reply-prefix
- subject-threading-substrings

attachment-mngt

Default Value: LEAVE

Valid Values: LEAVE, REMOVE

Changes Take Effect: Immediately

Specifies the strategy used by E-mail Server to handle attachments of

incoming messages for this account.

- The value of LEAVE causes this E-mail Server to store a message in the database with attachments.
- The value of REMOVE causes this server to store a message in the database without attachments.

autobot-agent-login-name

Default Value:

Valid Values: Any valid agent login name

Changes Take Effect: Immediately

Specifies the agent (the autobot Person) used to render standard responses containing agent-related field codes. For information about autoresponses, see sections on e-mail objects in the "Interaction Routing Designer Objects" chapter of the Universal Routing 8.1 (or later) Reference Manual.

If you want to control what the interaction history shows as the owner of e-mails (for example, acknowledgements, autoresponses, and replies from agents) generated by E-mail Server, you can use the User Data key `_OwnerEmployeeId`. Its value must be the Employee ID of a Person object. For example in a routing strategy, you can add a Function object, specify the `Update` function, and manually enter the `_OwnerEmployeeId` key. You could also specify the UData function with a `GD_OriginalAgentEmployeeId` key, which gets its value from the User Data `GD_OriginalAgentEmployeeId`. The person designated by the value becomes the owner shown in the interaction history. If you do not assign any value to the `_OwnerEmployeeId` key, the owner of this type of interaction is determined by the autobot Person.

autowar-detect-period

Default Value: 00:10:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Sets the timespan during which E-mail Server counts previous automatic e-mails (autoresponses and acknowledgements) that it sent to the same contact in the same thread.

autowar-max-reply-count

Default Value: 5

Valid Values: Any integer greater than 0.

Changes Take Effect: Immediately

Sets the maximum number of automated replies that E-mail Server sends in the configured autowar-detect-period.

autowar-scan-all-threads-of-contact

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to **true**, E-mail Server scans all the threads of the current contact in order to count the number of autoresponses and auto-acknowledgements. If set to **FALSE**, E-mail Server scans only the current thread for this contact.

bcc-address

Default Value:

Valid Values: Any valid e-mail address or list of e-mail addresses

Changes Take Effect: Immediately

Specifies an additional address, or comma-delimited list of addresses to which all outgoing messages are sent as a Bcc. The value must comply with RFC2822, and therefore must be encoded

according to RFC2047. Examples of valid values include the following:

- legal@mycompany.com
- legal@mycompany.com,archive@mycompany.com
- "Legal Dpt" <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics

cc-userdata-limit

Default Value: -1

Valid Values: -1, or any positive integer

Changes Take Effect: At start/restart

Specifies when to add the keys Cc and _NumberOfCcAddresses to user data. A value of -1 (or any negative number) indicates to never add the keys Cc and _NumberOfCcAddresses to user data. A positive number indicates to add the keys Cc and _NumberOfCcAddresses to user data if the number of Cc addresses in the received e-mail is less than or equal to the specified number. If the number of Cc addresses in the received e-mail is greater than the specified number, only the key _NumberOfCcAddresses is added to user data.

check-email-address

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Allows you to disable the checking of incoming e-mails for compliance with RFC822 (governing whether e-mail addresses with white spaces are accepted). The default value of TRUE leaves such checking enabled, and Genesys strongly recommends this setting. Disabling this checking means the system attempts to process noncompliant e-mails, which may cause problems. You may, however, consider disabling the checking if large numbers of noncompliant e-mails are being received (for example, with spaces in the address in the From field). If you disable this checking (a value of FALSE), such e-mails are no longer processed as failed e-mails.

contact-identification

Default Value: IDENTIFY-AND-CREATE

Valid Values: IDENTIFY-AND-CREATE, IDENTIFY-ONLY, DO-NOTHING

Changes Take Effect: Immediately

Specifies how E-mail Server handles contact identification and auto-creation. A value of IDENTIFY-AND-CREATE means E-mail Server attempts to identify the contact. If the contact is not found, it is created. A value of IDENTIFY-ONLY means E-mail Server attempts to identify the contact, but does not create a new contact if it is not found. If set to DO-NOTHING, E-mail Server does not identify the contact.

default-domain

Default Value:

Valid Values: Any valid domain name

Changes Take Effect: Immediately

Specifies the domain name added to all e-mail addresses that do not have a domain name.

default-from-address

Default Value:

Valid Values: Any valid e-mail address

Changes Take Effect: Immediately

If not empty, specifies the address shown in the From field of outgoing e-mails. The value must comply with RFC2822, and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- *legal@mycompany.com
- *"Legal Dpt" <legal@mycompany.com>
- *"?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "?Cp1252?Q?Dpt_=E9_Legal?="

is the French equivalent of Legal Dept and includes French diacritics.

default-inbound-queue

Default Value:

Valid Values: Any valid and defined queue (Script objects of Interaction Queue type)

Changes Take Effect: Immediately

Specifies the default inbound queue used to submit new inbound messages.

enable-autowar-detect

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the detection and counting of e-mails that it sent to the same contact in the same thread, and that are both (a) parent to the Customer Reply and (b) of type Auto-Response or Acknowledgement. When enabled, E-mail Server attaches the resulting number to the Customer Reply as a value of the key `_AutoReplyCount`. You can then create a routing strategy to compare the value of `_AutoReplyCount` to a threshold that you define. If the value exceeds the threshold, the strategy can refrain from creating an autoresponse or acknowledgement.

enable-extract-uuencoded-file

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables extraction of UUEncoded files as attachments.

enable-firstname-lastname-auto-filling

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables E-mail Server to turn off automatic filling of first and last name.

enable-inbound-processor

Default Value: true

Valid Values: true, false
Changes Take Effect: Immediately

Enables Inbound Processor when the value is set to **true**.

enable-inbound-submitter

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

Enables Inbound Submitter when the value is set to **true**.

enable-mail-loops

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

Specifies whether E-mail Server can (TRUE) or cannot (FALSE, the default) send mail to the addresses specified in the following sections and

options:

- email-processing/default-from-address
- email-processing/ext-resource-incoming-address
- iwe-processing/address
- chat-client/address
- pop-client/address

Sending e-mails to these addresses may be useful if you want to direct copies of outbound e-mails to system-internal addresses for purposes of (for example) validating or archiving.

enable-message-id-check

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Enables (true) or disables (false) the Message-Id uniqueness check during the POP cycle. If enabled, E-mail Server checks received e-mail against existing e-mail in the database, and silently deletes any duplicate e-mail from the corporate mail server. Use this option to prevent the mail server from inadvertently offering the same e-mail in successive POP cycles. If you set this option to FALSE, E-

mail Server does not check the uniqueness of the Message-Id, and no silent removal of duplicate e-mail will occur.

enable-outbound-submitter

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables Outbound Submitter when the value is set to **true**.

enable-same-mail-from-mailboxes

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Determines what E-mail Server does when it retrieves multiple incoming e-mails with the same Message-Id from different mailboxes. With the default setting FALSE, if among all the retrieved incoming e-mails (from any mailbox) from the corporate mail server, there is more than one e-mail that has the same Message-Id header field, E-mail Server downloads only the first one and deletes the others from the corporate mail server. With the setting TRUE, E-mail Server retrieves a separate e-mail from each mailbox.

enable-stop-initial-emailin-after-extreply

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables E-mail Server to stop the original emailin after ext reply when the value is set to **true**.

ext-resource-incoming-address

Default Value:

Valid Values: Any valid e-mail address that is RFC2822 compliant

Changes Take Effect: Immediately

Specifies the e-mail address used when external agents reply to messages. This option also prevents the specified e-mail address for this external resource from receiving system generated e-mails, such as acknowledgements. Without this last control, if this e-mail address was accidentally specified as a recipient (To or CC) in the Format tab of an E-mail object, E-mail Server would receive the system-generated e-mail that it had just sent out. You set this value set during E-mail Server setup. The value must comply with RFC2822 and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- legal@mycompany.com
- Legal Dpt <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics.

fieldcode-format-locale

Default Value:

Valid Values: Any valid Java locale in the language_COUNTRY format

Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform. The value format is: <two letter code of ISO 639>_<two letter code of ISO 3166>

inbound-msg-thread-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Sets the thread-pool size for retrieving inbound messages. This is the maximum number of inbound mailboxes being popped from POP3/IMAP servers in parallel.

inbound-processor-high-watermark

Default Value: 50

Valid Values: Any integer greater than 0 and less than 65535

Changes Take Effect: At start/restart

Specifies the maximum number of email interactions that E-mail Server requests from the database to refill the Inbound Processor queue when the remaining email interactions in the Inbound Processor queue is below the **inbound-processor-low-watermark** option value.

inbound-processor-low-watermark

Default Value: 10

Valid Values: Any integer greater than 0 and less than the value of inbound-processor-high-watermark

Changes Take Effect: At start/restart

Specifies the minimum number of interactions in the Inbound Processor queue. If the number in the queue falls below this value, E-mail Server requests from a database scan to refill the queue.

inbound-processor-period

Default Value: 00:00:30

Valid Values: Any valid time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Inbound Processor waits before rescanning the database for inbound interactions when no new interactions are found.

inbound-processor-thread-pool-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Sets the thread pool size for Inbound Processor. This is the maximum number of inbound interactions being processed in parallel.

inbound-submitter-high-watermark

Default Value: 50

Valid Values: Any integer greater than 0 and less than 65535

Changes Take Effect: At start/restart

Specifies the maximum number of email interactions that E-mail Server requests from the database to refill the Inbound Submitter queue every time when the remaining email interactions in the Inbound Submitter queue is below the **inbound-submitter-low-watermark** option value.

inbound-submitter-low-watermark

Default Value: 10

Valid Values: Any integer greater than 0 and less than the value of inbound-submitter-high-watermark

Changes Take Effect: At start/restart

Specifies the minimum number of interactions in the Inbound Submitter queue. Once the queue reaches this value, E-mail Server requests a database scan to refill the Inbound Submitter queue.

inbound-submitter-period

Default Value: 00:00:30

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Inbound Submitter waits before rescanning the database for inbound interactions when no new interactions are found.

ixn-server-cnx-max-idle-time

Default Value: 00:05:00

Valid Values: Any valid time period in hh:mm:ss format

Changes Take Effect: At start/restart

In the connection pool to Interaction Server, specifies the amount of time a connection to Interaction Server can stay Idle before the connection is closed.

ndr-senders-list

Default Value: mailer-daemon,postmaster,mmdf

Valid Values: Any valid string or comma-separated list of strings

Changes Take Effect: Immediately

Specifies the string used to identify nondelivery report (ndr) e-mails when the message does not comply with RFC1891. The full process is described in [\[\[Documentation:ES:Admin:EmSDelivStat:8.5.1|"Delivery Status Notification and Message Disposition Notification"\]\]](#) in the eServices Administrator's Guide.

outbound-msg-charset

Default Value: utf-8

Valid Values: Any valid character set, IANA (Internet Assigned Numbers Authority)-registered

Changes Take Effect: Immediately

Specifies the default character set used to encode all outgoing messages.

outbound-status-update-retry-count

Default Value: 1

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Sets the maximum number of retry times for ESJ retry to update an outbound email interaction status in UCS DB after the email was sent successfully. The change will not affect the retry that has already been going on. The value of this count must be changed according to the following configurations in the different components, each retry will add 10 sec. service time: IXN settings->third-party-server-timeout (5-180 sec.) default 30 sec. URS default->service_timeout, default value 30 sec.

outbound-submitter-high-watermark

Default Value: 50

Valid Values: Any integer greater than 0 and less than 65535

Changes Take Effect: At start/restart

Specifies the maximum number of email interactions that E-mail Server requests from the database to refill the Outbound Submitter queue when the remaining email interactions in the Outbound Submitter queue is below the **outbound-submitter-low-watermark** option value.

outbound-submitter-low-watermark

Default Value: 10

Valid Values: Any integer greater than 0 and less than the value of outbound-submitter-high-watermark

Changes Take Effect: At start/restart

Specifies the minimum number of interactions in the Outbound Submitter queue. Once the queue reaches this value, E-mail Server requests a database scan to refill the Outbound Submitter queue.

outbound-submitter-period

Default Value: 00:00:30

Valid Values: Any time period in hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Outbound Submitter waits before rescanning the database for outbound interactions, when no new interactions are found.

quote-cc

Default Value: Cc:

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.103.11

Specifies the string used, when quoting the original message, to indicate the addresses in the Cc field of the original message.

quote-from

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

Specifies the string used, when quoting the original message, to indicate the sender of the original message.

quote-prefix

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

Specifies the prefix to insert at line beginnings when quoting the original message's content.

quote-sent

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

Specifies the string used, when quoting the original message, to indicate the date the original message was sent.

quote-separator

Default Value: ----- Original Message -----
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the string used to separate an e-mail response from the quotation of the original message.

quote-subject

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

Specifies the string used, when quoting the original message, to indicate the subject of the original message.

quote-to

Default Value: To:

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.103.11

Specifies the string used, when quoting the original message, to indicate the recipient of the original message.

socket-timeout

Default Value: 00:02:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Sets the input/output timeout value for connections to Interaction Server. The timeout is triggered when Interaction Server does not reply within the specified amount of time. Setting the timeout value to 00:00:00 means that there is an infinite timeout period.

subject-forward-prefix

Default Value: Fwd:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when forwarding a message.

subject-reply-prefix

Default Value: Re:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when replying to a message.

subject-threading-substrings

Default Value: re:,reply,out of office,out of the office

Valid Values: Any valid string or comma-separated list of strings

Changes Take Effect: Immediately

Defines the list of string or substring tokens to remove from the start of the e-mail Subject to normalize the subject. When finding the parent interaction for an e-mail, E-mail Server first uses the MIME-based threading mechanism, checking standard e-mail headers such as In-Reply-To or References E-mail for a parent interaction's MIME id. If these are not provided, the server searches for substrings in the Subject text box to determine whether it is a reply. If the server finds such a substring, it attempts to thread the e-mail by Subject.

If the server does not find a substring, it tries to look for an existing e-mail with the same Subject. When doing so, the server bases the Subject lookup and comparison on the normalized subject, which is computed from the e-mail Subject by removing any leading token defined by this option.

Values are case-insensitive; for example, the value re: finds **re:**, **Re:**, and **RE:**.

Configure this option to avoid autobot wars. For information about autobots, see the "E-Mail Objects" section in Chapter 3 of the Universal Routing 7.6 (or later) Reference Manual.