



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)

File Capture Point

12/13/2025

File Capture Point

Options for the integrated File Capture Point are configured in the following sections on the **Options** tab of the File Capture Point application:

- [default-values Section](#)
- [inbound-transformer-parameters Section](#)
- [notification-filtering Section](#)
- [outbound-transformer-parameters Section](#)
- [settings Section](#)

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew

Valid Values: any of the subtypes defined

Changes Take Effect: Upon restart

Interaction Subtype

InteractionType

Default Value: Inbound

Valid Values: any of the types defined

Changes Take Effect: Upon restart

Interaction Type

MediaType

Default Value: workitem

Valid Values: any of the media types defined

Changes Take Effect: Upon restart

Interaction Media Type

inbound-transformer-parameters Section

- [AllowAnyAttributes](#)
- [CancelQueues](#)
- [CaseSensitiveActions](#)
- [CaseSensitiveAttributes](#)
- [CompleteQueues](#)
- [ExtendedAttributes](#)
- [RestartQueues](#)
- [SchemaDocumentPath](#)

AllowAnyAttributes

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to true, all attributes from the inbound iWD message are copied into transformed message. If set false, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform request CancelTask by providing queue name to [update] request.

CaseSensitiveActions

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform request CompleteTask by providing queue name to [update] request.

ExtendedAttributes

Default Value:

Valid Values: List iWD extended attributes separated by comma

Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in CreateTask request. This parameter is used by iWD specific transformation.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform request RestartTask by providing queue name to [update] request.

SchemaDocumentPath

Default Value: ./iwd_scripts/iwd_messages.xsd

Valid Values: Path to xsd document

Changes Take Effect: Upon restart

If configured, this option specifies the file name that contains xml schema document that the inbound transformation script should use for validation.

notification-filtering Section

- disable-unsolicited-notifications
- notify-assigned
- notify-changed
- notify-created
- notify-error
- notify-held
- notify-moved
- notify-resumed
- notify-route-requested
- notify-stopped

disable-unsolicited-notifications

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to true or yes, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about an agent being added as a party on an interaction.

notify-changed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

notify-created

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

notify-error

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

notify-moved

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

notify-resumed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction.

notify-stopped

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated).

outbound-transformer-parameters Section

- [CancelQueues](#)
- [ErrorHeldQueues](#)
- [RejectQueues](#)
- [CompleteQueues](#)
- [ExtendedAttributes](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

ErrorHeldQueues

Default Value: iWD_ErrorHeld

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Default Value:

Valid Values: List of attribute names separated by comma

Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in [TaskCreated] notification. This parameter is used by iWD specific transformation.

RejectQueues

Default Value: iWD_Rejected

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

settings Section

- [after-rollback-delay](#)
- [canceled-directory](#)
- [capture-point-type](#)
- [completed-directory](#)
- [error-directory](#)
- [error-held-directory](#)
- [inbound-directory](#)
- [inbound-scan-interval](#)
- [include-ids-in-duplicate-error](#)
- [iwd-compatibility-mode](#)
- [move-non-xml-from-inbound](#)
- [notification-directory](#)
- [notification-naming-mode](#)
- [number-outbound-threads](#)
- [output-queue-size](#)
- [processed-directory](#)
- [rejected-directory](#)
- [rollback-on-transformation-fail](#)
- [xsl-inbound-transform-path](#)
- [xsl-outbound-transform-path](#)

after-rollback-delay

Default Value: 30

Valid Values: Any integer from 1-300

Changes Take Effect: Upon restart

Specifies the timeout (in seconds) to wait before attempting to process inbound messages after previous rollback. This option controls how long Interaction Server waits before retrying message processing after recoverable error.

canceled-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to canceled directory

capture-point-type

Default Value:

Valid Values: jms, file, db, webservice, kafka

Changes Take Effect: Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point kafka - Kafka Capture Point

completed-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to completed directory

error-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to error directory

error-held-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to error held directory

inbound-directory

Default Value: [required]
Valid Values: Valid path
Changes Take Effect: Upon restart

Specifies the path to inbound directory

inbound-scan-interval

Default Value: 10
Valid Values: Any integer from 5-120
Changes Take Effect: Upon restart

Specifies the interval (in seconds) at which the File Capture Point scans the inbound directory for new files.

include-ids-in-duplicate-error

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

If set to true, duplicate id error includes interaction id and external id, if available.

iwd-compatibility-mode

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

Specifies whether to operate in native mode or iWD compatibility mode

move-non-xml-from-inbound

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

Specifies whether non-xml files should be moved from inbound directory to error directory

notification-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to notification directory

notification-naming-mode

Default Value: by-id

Valid Values: by-id,sequential

Changes Take Effect: Upon restart

Specifies the file naming mode for notification messages ('by-id' for iWD compatibility and 'sequential')

number-outbound-threads

Default Value: 1

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of threads an Interaction Server allocates to transform and sent unsolicited notification messages.

output-queue-size

Default Value: 5000

Valid Values: Any integer from 1000-20000

Changes Take Effect: Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer.

processed-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to processed directory

rejected-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to rejected directory

rollback-on-transformation-fail

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how Interaction Server should behave when inbound message transformation fails. If option is set to true, Interaction Server rolls back the transaction and attempts processing later.

xsl-inbound-transform-path

Default Value: ./iwd_scripts/iWD2IxnServerTransformer.groovy

Valid Values: The transformation script file name relative to working directory

Changes Take Effect: Upon restart

Specifies location of the inbound transformation script

xsl-outbound-transform-path

Default Value: ./iwd_scripts/IxnServer2iWDTransformer.groovy

Valid Values: The transformation script file name relative to working directory

Changes Take Effect: Upon restart

Specifies location of the outbound transformation script