



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)

JMS Capture Point

12/14/2025

JMS Capture Point

Options for the integrated JMS Capture Point are configured in the following sections on the **Options** tab of the JMS 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 of attribute names 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
- capture-point-type
- consumer-receive-timeout
- copy-original-properties-in-reply
- error-queue-name
- inbound-queue-name
- include-ids-in-duplicate-error
- jms-connection-factory-lookup-name
- jms-initial-context-factory
- jms-provider-url
- notification-queue-name
- number-outbound-threads
- number-receiving-sessions
- outbound-message-type
- output-queue-size
- password
- processed-queue-name
- reconnect-timeout
- rollback-on-transformation-fail
- use-correlation-id-in-reply
- use-jms-reply-to
- username
- 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.

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

consumer-receive-timeout

Default Value: 1000

Valid Values: Any integer from 200-5000

Changes Take Effect: Upon restart

Specifies the timeout (in milliseconds) on the message consumer blocking receive method.

copy-original-properties-in-reply

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

When this option is set to 'true', all JMS Message properties of the request will be copied to the JMS Message properties of the reply. The default value of this option is 'false'; when 'false', replies to requests don't have any JMS Message properties set.

error-queue-name

Default Value:

Valid Values: Valid queue name as required by provider

Changes Take Effect: Upon restart

Specifies error queue for the capture point

inbound-queue-name

Default Value: [required]

Valid Values: Valid queue name as required by provider

Changes Take Effect: Upon restart

Specifies inbound queue for the capture point

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.

jms-connection-factory-lookup-name

Default Value: [required]

Valid Values: A valid connection factory lookup name

Changes Take Effect: Upon restart

(JMS specific, mandatory for JMS Capture Points) Specifies the name of the connection factory lookup name for the connection factory to be looked up in the initial context. Once looked up, the connection factory is used to create a connection with the JMS provider. Note: For TIBCO EMS, this is the name of the factory that is created by using the create factory command.

jms-initial-context-factory

Default Value: [required]

Valid Values: a fully-qualified class name of the factory class in a JNDI service provider

Changes Take Effect: Upon restart

(JMS specific, mandatory for JMS Capture Points) The option value is a fully-qualified class name of the factory class in a JNDI service provider that will create an initial context. For example, com.sun.jndi.fscontext.RefFSContextFactory is the factory class name for the file system service provider. Note: For TIBCO EMS, set the value to com.tibco.tibjms.naming.TibjmsInitialContextFactory.

jms-provider-url

Default Value: [required]

Valid Values: A valid URL string

Changes Take Effect: Upon restart

(JMS specific, mandatory for JMS Capture Points) Holds the name of the environment property that is used for specifying the configuration information for the service provider to use. The value of this option should contain a URL string (such as ldap://somehost:389). If a file system provider is used, this option contains the directory path to the .bindings file. Note: TIBCO EMS provides a built-in JNDI provider. For TIBCO EMS, set the value of this option to tibjmsnaming://hostname:7222.

notification-queue-name

Default Value:

Valid Values: Valid queue name as required by provider

Changes Take Effect: Upon restart

Specifies queue for notification messages for the capture point

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 send unsolicited notification messages.

number-receiving-sessions

Default Value: 3

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of receiving sessions consuming from the inbound queue.

outbound-message-type

Default Value: binary

Valid Values: binary, text

Changes Take Effect: Upon restart

Specifies type of the outgoing messages Interaction Server should write into message queue. The message type can be binary or text.

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.

password

Default Value:

Valid Values: Valid password for the specified user name

Changes Take Effect: Upon restart

Specifies optional password to connect to message queue

processed-queue-name

Default Value:

Valid Values: Valid queue name as required by provider

Changes Take Effect: Upon restart

Specifies queue for processed messages for the capture point

reconnect-timeout

Default Value: 10

Valid Values: Any integer from 3 to 30

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) between the reconnect attempts in case a connection with corresponding messages queue broker is broken.

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.

use-correlation-id-in-reply

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

When this option is to 'true', the JMSCorrelationID parameter of the reply message is set to the value of JMSCorrelationID parameter of the request. The default value of this option is 'false'; when 'false',

JMSCorrelationID of the reply message is set to the JMSMessageID of the request.

use-jms-reply-to

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

When this option is set to 'true', replies to the requests with non-null 'JMSReplyTo' will be directed to the specified 'JMSReplyTo' queue destination instead of configured 'notifications' queue. The default value of this option is 'false'; when 'false', 'JMSReplyTo' property of the request message is ignored and replies are sent to 'notifications' queue if such is configured.

username

Default Value:

Valid Values: Valid user name to access message queue

Changes Take Effect: Upon restart

Specifies optional username to connect to message queue

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