Genesys Engage Digital (eServices)

settings Section

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- esp-proc-timeout
- hide-attached-data
- logging-filter-active
- session-chat-request-timeout
- session-max-number
- session-shutdown-timeout
- subject-size
- workspace-location

esp-proc-timeout

Default Value: 60
Valid Values: 5-180
Changes Take Effect: After restart

Specifies the length of time, in seconds, to process ESP requests received by the server. A negative ESP response is returned to a requester if the request is not processed in the specified time.

hide-attached-data

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

Specifies wheither the log file hides (true) or shows (false) attached data of interactions submitted to Interaction Server.

logging-filter-active

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

Specifies whether filtering of log messages is on (true) or off (false).

session-chat-request-timeout

Default Value: 40
Valid Values: 10-600
Changes Take Effect: After restart

Specifies, in seconds, the timeout value assigned to requests sent to Chat Server during chat sessions (Register, Join, SendMessage, and so on). If the timeout expires, a new session is not created. For an existing session, a negative response is sent to the mobile client, and the chat session is not closed.

session-max-number

Default Value: 10
Valid Values: 0-1000
Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions to be processed by SMS Server.

session-shutdown-timeout

Default Value: 180
Valid Values: 60-604800
Changes Take Effect: After restart

Specifies the length of time, in seconds, that will pass before an active chat session is terminated. The session is terminated if, during this timespan, there are no inbound or outbound messages and the chat events NewPartyInfo (a new party joined the chat) and PartyLeftInfo (a party left the chat) are not received.

subject-size

Default Value: 25
Valid Values: Any integer: 0 or 4-80
Changes Take Effect: After restart

Specifies the maximum size (number of characters) of the subject string for an inbound message. The subject string is created by truncating the inbound message body to the specified length. A value of 0 means that a Subject attribute is not added to an interaction.

workspace-location

Default Value: No default value

Valid Values: Valid location in a file system
Changes Take Effect: After restart

Specifies the location of a dedicated folder that can be used by a channel driver to store its data. The folder should have create, write, and read access rights. It may be located somewhere in a network file system.