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Genesys Engage Digital (eServices)

channel-any_name_for_sms Section

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Tip

Refer to the [Genesys Driver for SMS and MMS documentation](#) for more information on:

- the options **x-smpp-empty-message** and **x-smpp-extraopt**
- how the driver supports message throttling

- default-reply-address
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default-reply-address

Default Value: No default value

Valid Values: Any valid phone number for SMS messages.

Changes Take Effect: After restart

Specifies the default reply phone number for outbound SMS messages. This value is used when the FROM-phone number is not specified in the ESP request.

driver-classname

Default Value: com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver

Valid Values: com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver

Changes Take Effect: After restart

Specifies the class name of the driver used to connect to a media service provider.

inbound-route

Default Value: No default value

Valid Values: Comma-separated list of endpoints

Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.

For example:

- **101:sms_endpoint** - Endpoint for *regular* interactions, which are processed in **paging** mode.
- **101:sms_endpoint, 101:chat_endpoint** - Same as previous, plus an additional endpoint that Chat Server uses to place interactions in **chat session** mode.

password

Default Value: No default value

Valid Values: An empty string, or a valid password, no longer than 8 characters

Changes Take Effect: After restart

Specifies the password used to connect to the messaging provider (SMSC,MMSC, and others).

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 DMS starts the reconnection procedure for this media channel

if the connection was lost.

session-by-address

Default Value: No default value

Valid Values: Empty string or valid regular expression.

Changes Take Effect: After restart

Specifies the regular expression that is used to detect a request for session mode. DMS matches an inbound message's source address (a call center's inbound phone number) against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, the server initiates a chat session.

session-by-text

Default Value: No default value

Valid Values: Empty string or valid regular expression.

Changes Take Effect: After restart

Specifies the regular expression that is used to detect a request for session mode. DMS matches an inbound message's content against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, DMS initiates a chat session.

x-debug-mode

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

x-smpp-address-range

Default Value: No default value

Valid Values: An empty string or a range of phone numbers in form of a regular expression

Changes Take Effect: After restart

This option is used in the bind command to specify a set of addresses (phone numbers) serviced by the External Short Message Entity (ESME). A single address can also be specified. This option may be omitted if the range is unspecified. Messages addressed to any destination in this range are routed to the ESME. UNIX Regular Expression notation must be used to specify a range of addresses. Full explanations of UNIX regular expressions can be found in section 5 of the standard on-line UNIX

manuals (man 5 regexp).

x-smpp-bind-mode

Default Value: auto

Valid Values:

- **auto:** The behavior is as in previous releases: SMS tries to bind with SMSC using a duplex transceiver connection. If that fails, it tries two simplex connections, one transmitter and one receiver.
- **trx:** SMS tries to bind with SMSC using a duplex transceiver connection only.
- **txrx:** SMS driver tries to bind with SMSC using two simplex connections, one transmitter and one receiver

Changes Take Effect: After restart

Specifies the mode that SMS driver uses to bind with the SMSC.

x-smpp-comms-timeout

Default Value: 60

Valid Values: 1 - 600

Changes Take Effect: After restart

Specifies the timeout, in seconds, used for calls to underlying communication functions.

x-smpp-delivery-extraopt

Default Value: No default value

Valid Values: String with TLV options specification

Changes Take Effect: After restart

Specifies optional parameters used in DeliverySM SMPP PDU. The SMS driver will use this option value to read the optional parameters (for example: vendor specific) from DeliverySM PDU and insert them into the interaction user data.

x-smpp-delivery-report

Default Value: noreports

Valid Values:

- **noreports**: No reports.
- **reportboth**: Both Successfully Delivered and Delivery Failed reports.
- **reportndyd**: Delivery Failed reports only.

Changes Take Effect: After restart

Specifies the default types of delivery report that SMS driver requests for outbound messages.

x-smpp-dest-addr-npi

Default Value: 1

Valid Values:

- **0**: Unknown
- **1**: ISDN (E163/E164)
- **3**: Data (X.121)
- **4**: Telex (F.69)
- **6**: Land Mobile (E.212)
- **8**: National
- **9**: Private
- **10**: ERMES
- **14**: Internet (IP)
- **18**: WAP Client ID (to be defined by WAP Forum)
- **other values**: Reserved

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the destination address of outbound messages. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-dest-addr-ton

Default Value: 1

Valid Values:

- **0**: Unknown
- **1**: International
- **2**: National
- **3**: Network-specific
- **4**: Subscriber number
- **5**: Alphanumeric
- **6**: Abbreviated
- **7-255**: Reserved

Changes Take Effect: After restart

Specifies the type of number (TON) used in the destination address of outbound messages. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-empty-message

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Specifies replacement text for inbound empty messages. If the option is empty or is not specified, then one blank character is used as a replacement.

x-smpp-enquire-link-timeout

Default Value: 60

Valid Values: Any integer greater than or equal to 5

Changes Take Effect: After restart

Specifies how often, in seconds, the driver sends the SMPP enquire-link command to SMSC (to check the connection with the messaging provider). If a disconnected state is detected, SMS driver starts the reconnection procedure for this messaging channel.

x-smpp-extraopt

Default Value: No default value

Valid Values: String with TLV options specification

Changes Take Effect: After restart

Specifies default values for extra options used in SMPP PDU. The option value is used by SMS driver to form extra options of PDU, if this value is not specified in ESP requests to SMS driver.

x-smpp-host

Default Value: No default value

Valid Values: Any valid host name

Changes Take Effect: After restart

Specifies the name of the messaging provider host.

x-smpp-inbound-enc-default

Default Value: 301

Valid Values:

- **1:** IA5 (CCITT T.50)/ASCII (ANSI X3.4)
- **3:** ISO 8859-1, Latin alphabet No. 1
- **6:** Cyrillic (ISO-8859-5)
- **7:** Latin/Hebrew (ISO-8859-8)
- **8:** UCS2 (ISO/IEC-10646), is used with option x-smpp-ucs2-enc-schema
- **301:** GSM 03.38, 8-bit packing
- **302:** GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Defines the encoding scheme used to decode inbound messages when no encoding value is specified in the PDU. If the 'deliver_sm' PDU contains a specific value in its 'data_coding' parameter, then SMS driver uses that value; otherwise it uses the value of this option.

x-smpp-outbound-enc-default

Default Value: 301

Valid Values:

- **1:** IA5 (CCITT T.50)/ASCII (ANSI X3.4)
- **3:** ISO 8859-1, Latin alphabet No. 1
- **6:** Cyrillic (ISO-8859-5)

- **7:** Latin/Hebrew (ISO-8859-8)
- **8:** UCS2 (ISO/IEC-10646), is used with option x-smpp-ucs2-enc-schema
- **301:** GSM 03.38, 8-bit packing
- **302:** GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Defines the encoding scheme used to code outbound messages. SMS driver places this value in the 'data_coding' parameter of the PDU, except that for encodings 301 and 302 it places the value 0 in the PDU.

x-smpp-port

Default Value: No default value

Valid Values: Any valid port

Changes Take Effect: After restart

Specifies the port used to connect to the messaging provider.

x-smpp-receive-timeout

Default Value: 60

Valid Values: 1-600

Changes Take Effect: After restart

Specifies, in seconds, the timeout for receiving data from the connection.

x-smpp-response-max-waiting-time

Default Value: 30000

Valid Values: Integer 1000 - 180000

Changes Take Effect: After restart

Specifies in milliseconds, the maximum time the driver waits for a response from SMSC for a submitted SMPP message. SMS driver considers the submission to have failed after this waiting time expires.

x-smpp-sar-max-segments

Default Value: 255

Valid Values: Integer 2 - 255

Changes Take Effect: After restart

Specifies the maximum number of segments used in transmitting long messages to an SMS Center. Outbound messages that exceed this number are rejected by SMS driver and a negative response is sent to the ESP requester.

x-smpp-sar-prompt-responses

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

The option controls the process of sending deliver_sm_resp PDUs to inbound deliver_sm PDUs for intermediate SAR segments of multi-segment message.

- **false** - All required deliver_sm_resp PDUs (for each deliver_sm received) are sent after all segments of the multi-segmented message are received, reassembled into an original message and the message is successfully submitted to Interaction Server.
- **true** - All required deliver_sm_resp PDUs (for each deliver_sm received) is sent immediately for each segment of multi-segmented message received. Sending of the last segment is controlled by option "x-smpp-imm-deliversm-response".

x-smpp-service-type

Default Value: No default value

Valid Values: Any string, no longer than 5 characters

Changes Take Effect: After restart

Indicates the SMS Application service associated with the message. This option can be omitted or specified as an empty string to specify default SMSC settings.

x-smpp-src-addr-npi

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** ISDN (E163/E164)
- **3:** Data (X.121)
- **4:** Telex (F.69)
- **6:** Land Mobile (E.212)

- **8**: National
- **9**: Private
- **10**: ERMES
- **14**: Internet (IP)
- **18**: WAP Client ID (to be defined by WAP Forum)
- **other values**: Reserved

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-src-addr-ton

Default Value: 1

Valid Values:

- **0**: Unknown
- **1**: International
- **2**: National
- **3**: Network-specific
- **4**: Subscriber number
- **5**: Alphanumeric
- **6**: Abbreviated
- **7-255**: Reserved

Changes Take Effect: After restart

Specifies the type of number (TON) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings

x-smpp-submit-max-rate

Default Value: 10

Valid Values: Integer 1 - 1000

Changes Take Effect: After restart

Specifies the maximum number of messages per second sent by driver to SMSC.

x-smpp-submit-window-size

Default Value: 10

Valid Values: Integer 1 - 1000

Changes Take Effect: After restart

Specifies the number of messages that the driver will send without a confirmation from the SMSC. Once this limit is reached, the driver stops sending, and will send new messages only after receiving confirmation of previous messages.

x-smpp-system-id

Default Value: No default value

Valid Values: Any valid login name, no longer than 15 characters

Changes Take Effect: After restart

Specifies the login name used to connect to the messaging provider.

x-smpp-system-type

Default Value: No default value

Valid Values: An empty string (null value), or any valid name, no longer than 12 characters

Changes Take Effect: After restart

Specifies the type of External Short Message Entity (ESME) that is binding to the SMSC. Some SMSCs might not require the ESME to provide this detail; in that case, this option must be omitted or specified as an empty string.

x-smpp-tls-certificate-file-password

Default Value: No default value

Valid Values: Not empty string

Changes Take Effect: After restart

Password to access PKCS#12 file

x-smpp-tls-certificate-password

Default Value: No default value

Valid Values: Not empty string

Changes Take Effect: After restart

Password of certificate in PKCS#12 file

x-smpp-tls-mode

Default Value: off

Valid Values:

- **off:** SMS driver will not use TLS to communicate with SMSC.
- **single:** SMS driver checks SMSC's certificate for connection.
- **mutual:** SMS driver checks SMSC's certificate and sends its own certificate to SMSC

Changes Take Effect: After restart

Specifies SMS driver's security mode used to communicate with SMSC.

x-smpp-tls-path-to-certificate

Default Value: No default value

Valid Values: Not empty string

Changes Take Effect: After restart

Path to PKCS#12 file containing TLS certificates.

x-smpp-tls-version

Default Value: 1.2

Valid Values:

- **1.1:** TLS version 1.1
- **1.2:** TLS version 1.2

Changes Take Effect: After restart

Specifies the version of TLS protocol used by SMS driver to communicate with SMSC.

x-smpp-ucs2-enc-schema

Default Value: UCS-2BE

Valid Values:

- **UCS-2BE:** Big Endian, Byte Order Mark (BOM) is not used.
- **UCS-2LE:** Little Endian, BOM is not used.
- **UCS-2:** BOM is used.

Changes Take Effect: After restart

Specifies the encoding scheme that the SMS driver uses for UCS-2 encoding. The schema is used for inbound and outbound messages. Note: This option is applicable to inbound messages if x-smpp-inbound-enc-default is set to 8 and to outbound messages if x-smpp-outbound-enc-default is set to 8.

x-smpp-use-msg-payload

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies the method for including the content of outbound messages in SMPP PDU: as mandatory parameter (option's value is false), or as optional parameter 'message_payload' (option's value is true).

x-smpp-validity-period

Default Value: No default value

Valid Values: Absolute time format or relative time format. See SMPP documentation

Changes Take Effect: After restart

Specifies the validity period. The validity_period parameter indicates the SMSC expiration time, after which the message should be discarded if it has not been delivered to the destination. It can be defined in absolute time format or relative time format; see the SMPP documentation.

For example, value 020610233429000R is interpreted as a relative period of 2 years, 6 months, 10 days, 23 hours, 34 minutes, and 29 seconds from the current SMSC time.