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Genesys Mobile Services

Scheduled Call Section

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- `_desired_connect_time_threshold`
- `_reject_future_desired_time`
- `_request_queue_time_stat`
- `_desired_time`
- `_request_ewt_service`
- `_request_time_bucket`
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- `_request_execution_time_buffer`

`_desired_connect_time_threshold`

Default Value: 180

Valid Values: integer

Changes Take Effect: Immediately

Number of seconds of delay before the desired connect time for service execution.

In a scheduled callback scenario, GMS creates a service prior to the scheduled time based on the configured value of the `_request_execution_time_buffer` option. When the Callback SCXML receives the service request, it performs a secondary check to ensure that the call to the customer is not made too early, which is controlled by the `_desired_connect_time_threshold` parameter. If it is too early to proceed, the Callback SCXML waits until it is time to proceed. In some scenarios, GMS may not receive a response from Orchestration Server (ORS) and the connection may time out, which can be seen in the GMS logs. To work around this issue, configure the `_desired_connect_time_threshold` parameter to be greater than the `_request_execution_time_buffer` parameter.

`_desired_time`

Default Value:

Valid Values: UTCDate

Changes Take Effect: Immediately

Callback desired time. Format is ISO 8601 (in UTC) 'yyyy-MM-ddTHH:mm:ss.SSSZ'. For example: '2013-05-28T15:30:00.000Z'

`_max_request_by_time_bucket`

Default Value: 100

Valid Values: Any positive integer
Changes Take Effect: Immediately
Related Options: `_request_time_bucket`

Number of customer requests that can fit into a given time bucket. By default, the time buckets are 5 minutes, and the `_max_request_by_time_bucket` option is set to 100; as a result, a maximum of 100 scheduled requests can be done in the given 5 minutes bucket.

`_reject_future_desired_time`

Default Value: 1M
Valid Values: 1<letter> where letter can be: 'y' for year, 'M' for month, 'w' for week, 'd' for day, 'h' for hour, and 'm' for minute.
Changes Take Effect: Immediately

Time limit in future to schedule callbacks. If a callback is scheduled later than this limit, the callback request is rejected. You can specify a general option for all your callback services in your GMS application by setting the `callback._reject_future_desired_time` option. The default is one month (1M).

`_request_ewt_service`

Default Value: No default value
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.110.07

Specifies a `urs-stat` service to retrieve the EWT value. You can create and configure this `urs-stat` service as a GMS service in the Service Management UI or by adding a `service.my-urs-stat` section to your GMS configuration.

`_request_execution_time_buffer`

Default Value: 120
Valid Values: Integer (Seconds)
Changes Take Effect: Immediately

Time within which a request should be submitted to the Callback Orchestration execution service.

`_request_queue_time_stat`

Default Value:
Valid Values:
Changes Take Effect: Immediately

Statistic used to define when a request should be submitted to the Callback Orchestration execution service. The `request_execution_time_buffer` value and `request_queue_time_stat` statistic options define when a queued request should be submitted to the execution service. For example, you can use the `ExpectedWaitTime` statistic to set this option:
`"ExpectedWaitTime;Queue;8999@SIP_Server;Environment"`

`_request_time_bucket`

Default Value: 5

Valid Values: 5,10,15,20,30,60,120

Changes Take Effect: Immediately

Modified: 8.5.202.03

Period of time during which GMS attempts to schedule a specific amount of requests. By default, the time buckets are 5 minutes and the `max_request_by_time_bucket` option is set to 100; as a result, a maximum of 100 scheduled requests can be done in the given 5 minutes bucket.

Starting in 8.5.202.03, the following values are valid for this option: 5,10,15,20,30,60,120.

Important

Applicable if the `_max_request_by_time_bucket` option is set.