Genesys Mobile Services

URS Queueing Section

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_agent_reserve_delay_before_release

Default Value: 0
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.235.00

Period in milliseconds to delay the URS `end_refreshing_tag` request (release agent reservation) and prevent the reservation of the same agent for two distinct calls at the same time.

_agent_reserve_timeout

Default Value: 30
Valid Values: integer
Changes Take Effect: Immediately

Agent reservation time during which the agent is blocked for routing. After this timeout, URS automatically unblocks the agent.

Reservation is done using RDND blocking in URS. If you use multiple URS instances, you must add the

following URS configuration for self-awareness:

- using=lds
- lds=map

This option is mandatory.

_cannot_dial_buffer_time

Default Value: 0
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.232.04

Creates a timer (in seconds) that prevents contact dialing if the _urs_queued_ttl expiration time is too close. To enable this timer, configure a value greater than zero. The timer value is calculated as follows:

```
timer = _urs_queued_ttl - _cannot_dial_buffer_time
```

Once expired, the timer prevents contact dialing. By default, _cannot_dial_buffer_time is configured to 0 and the timer is disabled.

_delay_connid_attempt_loop

Default Value: 100
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.232.04

Specifies the delay in milliseconds between each ConnId loop attempt. At the end of the loop, if ConnId is still NULL, an error is raised.

_eta_pos_threshold

Default Value: 0:10,10:5,20:2,30:1,40:0
Valid Values: string
Changes Take Effect: Immediately

Threshold at which the service determines that an agent is available for an interaction with the customer. If an interaction is in first position then independent of this setting, the system assumes that the threshold is reached.

For example, the default value "0:10,10:5,20:2,30:1,40:0" sets different threshold positions depending on the interaction's Expected Time to Answer (ETA) as calculated by URS.

- If the service instance's ETA is between 0 and 10 and if the interaction position in queue is less than 10, the interaction is ready to be connected.

- If the service instance's ETA is between 10 and 20 and if the interaction position in queue is less than 5, the interaction is ready to be connected, and so on.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_max_connid_attempts

Default Value: 7
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.232.04

Specifies the number loops to wait to test the availability of ConnId. The default value is 7.

_max_queue_wait

Default Value: 0
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.112.05

Maximum time (in seconds) for the virtual interaction to wait in queue prior to contacting the customer if the virtual interaction has not been selected for routing. If set to 0 (default), this option is ignored. If you set this option, configure _urs_ewt_estimation_method = ursdial.

This option only applies to user-terminated delayed scenarios where _userterminated_first_connect_party=CUSTOMER. If max-queue-wait is configured, and if its value is exceeded, the system adds the GMS_Max_Queue_Wait user data to the outbound interaction.

_max_time_to_reach_eta_pos_threshold

Default Value: 14160
Valid Values: integer
Changes Take Effect: Immediately

Maximum time (seconds) to wait until the service request reaches the queue position controlled by the ETA Position Threshold parameter (_eta_pos_threshold). The routing strategy always checks this value.

This option is mandatory.

_max_urs_ewt_pos_polling_interval

Default Value: 30
Valid Values: integer
Changes Take Effect: Immediately

Highest possible check frequency to avoid polling delays on fluctuating loads. The Callback service checks the EWT Position for the virtual interaction waiting in the virtual queue. Generally, the check frequency is half of the current EWT.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_min_queue_wait

Default Value: 0
Valid Values: integer
Changes Take Effect: Immediately

Minimum time (in seconds) for the virtual interaction to wait in queue prior to getting selected for routing.

_min_urs_ewt_pos_polling_interval

Default Value: 2
Valid Values: integer
Changes Take Effect: Immediately

Lowest possible check frequency to avoid constant URS polling. The Callback service checks the EWT Position for the virtual interaction waiting in the virtual queue. Generally, the check frequency is half of the current EWT.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_on_route_done_delay

Default Value: 0
Valid Values: Integer
Changes Take Effect: Immediately
Introduced: 8.5.106.14

The number of seconds, after the target selection, by which to allow delays when fetching user data from a URS `WaitForTarget` strategy after the target was selected. This option ensures that user data is consistently added to the interaction. It does not delay the callback execution.

_target

Default Value: {specify your target here}
Valid Values: String
Changes Take Effect: Immediately
Modified: 8.5.108.02, 8.5.109.05, 8.5.109.08, 8.5.114.09

Routing target that specifies the agent/queue resource that will process this request.

- Starting in 8.5.108.02, you can set multiple targets in this option, limited to 5.

- Starting in 8.5.114.09, the limit is increased to 15.

Single Target

For a **single** target, format the string according to the URS target specification: `<Target String>@<StatServer name>.<Target Type>` where `Target Type` is one of the following:

- A (Agent)

- AP (Agent Place)

- GA (Group of Agents)

- GP (Group of Places)

- GC (Campaign Group)

`<Target String>` can be a skill expression. In that case, `<Target String>` must start with '?:'. For example:

- `Billing@StatServer.GA`—Routes to Agent Group "Billing".

- `?:English=20&;Loans=2@StatServer.GA`—Routes to any agent matching the skill expression.

See the Universal Routing Server (URS) documentation for additional information about URS targets.

Multiple Targets

To set multiple targets, create a JSON-formatted string array of maximum 15 elements as follows:

```
[
    {
        "target": "<Target String>@<StatServer name>.<Target Type>",
        "timeout": "<integer>",
        "clear":<true/false>,
        "stat_to_check": "<stat name>",
        "stat_operator": "< or >",
        "stat_value": "1"
    }
]
```

- The `timeout` property specifies how long to wait in seconds before switching of targets.
- The `stat_to_check` property can be set to any of the values supported by the Statistics parameter passed to the IRD function `SData(Target, Statistics)`, unless `target` is a skill expression. If `target` is a skill expression, you must choose one of the following values:
    - `RStatAgentsReadyvoice`—agents ready for voice media.
    - `RStatAgentsReady`—agents ready for any media.
    - `RStatAgentsTotal`—agents logged in.
- The `stat_value` property specifies the threshold for the statistic passed in `stat_to_check`. If the condition set by the combination of `stat_to_check`, `stat_operator`, and `stat_value` is met, the current target is skipped, except if it is the last target of the list.
- If `clear=true`, the target will be overridden when switching to the next target; if `clear=false`, the target will be expanded with the next target.

Important

If you set multiple targets in this option, then `_urs_queued_ttl` should be set to the total queue time across all targets.

For example:

```
[
    {
        "target": "GMS_AG_Kilfoil@Stat_Server.GA",
        "timeout": "15",
        "clear": false,
        "stat_to_check": "StatAgentsAvailable",
        "stat_operator": "<",
        "stat_value": "1"
    },
    {
        "target": "GMS_AG_Milburn@Stat_Server.GA",
        "timeout": "10",
        "clear": false,
        "stat_to_check": "StatAgentsAvailable",
        "stat_operator": "<",
        "stat_value": "1"
```

```
    },
    {
        "target": "GMS_AG_Monique@Stat_Server.GA",
        "timeout": "30",
        "clear": false,
        "stat_to_check": "StatAgentsAvailable",
        "stat_operator": "<",
        "stat_value": "1"
    },
    {
        "target": "GMS_AG_Oladipo@Stat_Server.GA",
        "timeout": "15",
        "clear": false,
        "stat_to_check": "StatAgentsAvailable",
        "stat_operator": "<",
        "stat_value": "1"
    },
    {
        "target": "GMS_AG_Sippola@Stat_Server.GA",
        "timeout": "15",
        "clear": false,
        "stat_to_check": "StatAgentsAvailable",
        "stat_operator": "<",
        "stat_value": "1"
    }
]
```

_urs_call_interaction_age

Default Value:
Valid Values: (\"t\"=\"seconds\"<space>\"milliseconds\")
Changes Take Effect: Immediately

If specified, the URS strategy will set the interaction age to the specified value; otherwise, by default, the interaction will be placed at the end of the queue. This is generally useful in the classic callback scenarios where the original interaction is already in the queue prior to the GMS callback being offered. The format is i.e: (\"t\"=\"seconds\"<space>\"milliseconds\"), for example, _urs_call_interaction_age="(\"t\"=\"1449157660 829\")".

_urs_ewt_estimation_method

Default Value: ursdial
Valid Values: string
Changes Take Effect: Immediately
Discontinued: 8.5.104.03

For all new deployments, `ursdial` should be used. Other options (`stat` and `urs`) are deprecated.

- Selecting `ursdial` (highly recommended) enables URS-based dialing where the estimation of time to dial is determined by URS (version 8.1.400.07 or greater).

- If `urs` or `stat` is selected, the callback time to dial is determined by checking ewt and pos retrieved from URS or Stat Server respectively.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_urs_ewt_virtual_queue

Default Value: No default value
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.223.01

Non-configured Virtual Queue name (alias) to which the service request will be added to fetch the Estimated Wait Time. This option's value is used as the _EWT_VQ_TARGET variable in the URS WaitForTarget strategy.

If you configure this option, you must make changes in the URS WaitForTarget strategy. For further details, see Callback documentation.

_urs_ewt_vq

Default Value: No default value
Valid Values: string
Changes Take Effect: Immediately
Introduced: 8.5.205.01
Discontinued: 8.5.223.01

Virtual queue (alias) to which the service request will be added to fetch the Estimated Wait Time.

Note: This option was renamed _urs_ewt_virtual_queue.

_urs_extension_data

Default Value: No default value
Valid Values: <data>=<value>
Changes Take Effect: Immediately
Introduced: 8.5.203.02
Discontinued: From 8.5.114.09 to 8.5.202.03

Provides the additional configuration extension data required for advanced scenarios and used for the customization of the URS prioritization strategy. Use this option to pass additional extension data to the URS strategy, for example, if you customize the WaitForTarget IRD strategy.

Multiple values can be combined to form a comma-separated list that the URS strategy will parse. For example, _urs_extension_data=targets=VAG1,VAG2,VAG3;

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_urs_ideal_expression

Default Value:
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.231.02

Configure a URS expression for an ideal agent target. This option enables the Universal Routing Set Ideal Agent functionality as described in Using Agent Skills for Ideal Agent Selection.

_urs_prioritization_strategy

Default Value: WaitForTarget
Valid Values: String
Changes Take Effect: Immediately

Universal Routing Server strategy to be used for the service instance prioritization. The default value shown here matches the name of the URS strategy that you imported into IRD. If you changed the name of the strategy, update this value to reflect the correct name.

_urs_queued_ttl

Default Value: 14400
Valid Values: integer
Changes Take Effect: Immediately

The total maximum time (seconds) to wait for a target. After the specified duration has lapsed the virtual interaction will be removed from virtual queue and the callback service will exit.

This option is mandatory.

_urs_request_timeout

Default Value: 100
Valid Values: string
Changes Take Effect: Immediately

Duration (seconds) to wait for receiving HTTP responses from Universal Routing Server.

_urs_strategy_update_sub_routine

Default Value: SetRouteDelay
Valid Values: String
Changes Take Effect: Immediately

Subroutine in URS that changes the `RouteDelay` parameter of the virtual interaction representing the service instance. This option informs URS to reserve this interaction's target when it becomes available. The default value shown here matches the name of the URS subroutine that you imported into IRD. If you changed the name of the subroutine, update this value to reflect the correct name.

_urs_udata_xfer_keys

Default Value:
Valid Values: String
Changes Take Effect: Immediately

Comma-separated list of Callback KVPs to be retrieved from the routing strategy and added to preview interactions.

_urs_virtual_queue

Default Value: {Specify virtual queue to be used by strategy}
Valid Values: string
Changes Take Effect: Immediately

Virtual queue (alias) to which the service request will be added.

_urs_vq_priority

Default Value:
Valid Values: integer
Changes Take Effect: Immediately

Priority to be set for the virtual interaction when submitting to _urs_virtual_queue. For example, you can set this value to 100. If you leave this option blank, no priority will be set. For further details, see the callback documentation.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_urs_vq_priority_boost_on_connect

Default Value: 500
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.112.05

Priority to be added to the virtual interaction after connecting the customer call or chat session. This option only applies to scenarios where _userterminated_first_connect_party=CUSTOMER.

To use this option, import the GMS_URS_Strategy_85109_v2.58.zip strategy file available for download in the Callback Solution guide.

_urs_vq_priority_increment

Default Value:
Valid Values: integer
Changes Take Effect: Immediately

Increment interval to use to increment the priority, every _urs_vq_priority_increment_interval. for example, 10. For further details, see the callback documentation.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_urs_vq_priority_increment_interval

Default Value:
Valid Values: integer
Changes Take Effect: Immediately

Number of seconds to wait to increment the priority of `_urs_vq_priority_increment`. For example, 60 to increment the priority every 60 seconds. If you leave this option blank, the incrementation of the priority is disabled.

> **Tip**
>
> This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_urs_vq_priority_max

Default Value: No default value
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.208.09

Maximum value in the range of permitted values for the call's priority in the URS VQ. If the call's priority changes and this moves it out of the range defined by the `_urs_vq_priority_min` and `_urs_vq_priority_max` options, GMS fixes the call's priority to make it fit in the permitted range. Priorities greater than `_urs_vq_priority_max` will be corrected to `_urs_vq_priority_max`.

_urs_vq_priority_min

Default Value: 0
Valid Values: integer
Changes Take Effect: Immediately
Introduced: 8.5.208.09

Minimum value in the range of permitted values for the call's priority in the URS VQ. If the call's priority changes and this moves it out of the range defined by the `_urs_vq_priority_min` and `_urs_vq_priority_max` options, GMS fixes the call's priority to make it fit in the permitted range. Priorities lower than `_urs_vq_priority_min` will be corrected to `_urs_vq_priority_min`.