GENESYS™

Genesys Mobile Services

Voice - User Originated Section

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- _booking_expiration_timeout
- _offer_callback
- _offer_callback_vxml_app_url
- _provide_code
- _resource_group
- _src_route_point
- _userorig_connect_limit

_booking_expiration_timeout

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

Used to book the access number resource for a period of time. The customer needs to make the call within the specified timeout to ensure a successful match.

This option is mandatory.

_offer_callback

Default Value: false
Valid Values: boolean
Changes Take Effect: Immediately

When this option is set to true, the callback option is presented to the caller. The IVR application specified in the _offer_callback_vxml_app_url option is used to present the callback option. If the _offer_callback_vxml_app_url is blank (default), the built-in VXML application is executed.

This option is mandatory.

_offer_callback_vxml_app_url

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

URL of the custom VXML application to be used to offer a callback (treatment). If _offer_callback is set to true, a VXML app must be used to offer the callback. By default, this parameter is empty and the callback application uses the built-in VXML app.

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

_provide_code

Default Value: false
Valid Values: boolean
Changes Take Effect: Immediately

If true, returns a randomly generated code to be used for the authentication of the user originated (inbound) call.

This option is mandatory.

_resource_group

Default Value: DNIS
Valid Values: resource_group
Changes Take Effect: Immediately

Resource group from which access number is to be allocated.

This option is mandatory.

_src_route_point

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

If set, this route point will be used as the source DN (focus device) when routing the user originated (inbound) call to the agent. In most cases, the source DN is automatically detected correctly and doesn't need to be set. Hence, it is recommended to leave it empty.

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

_userorig_connect_limit

Default Value: 3
Valid Values: integer
Changes Take Effect: Immediately

Maximum number of times that the customer can request a connection or a reconnection.