Genesys Mobile Services

callback Section

5/2/2025

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_enable_gms_dfm

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

Enables using DFM. Set to `false` to enable Fetch/Session.

_enable_in_queue_checking

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Added in: 8.5.109.05
If true, prevents the callback creation if the same customer number has already two callbacks in the queue; if false, does not check whether the customer is already in queue when creating the callback. This option applies to both immediate and scheduled callbacks.

_enable_throttle_header_parameters

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Introduced: 8.5.111.04

If `true`, applies the throttling to the header parameters that are configured in the `_throttle_request_parameters` option. You can configure two types of parameters in the `_throttle_request_parameters` option:

- Callback request body's parameters

- Callback request header's parameters. If the same parameter name exists in both header and body with different values, and if this option is `true`, the system applies the throttling to the header value and ignores the body value.

For example, let's consider _throttle_request_parameters=_customer_number, user_id, where user_id is a parameter passed in the Callback request header and where _customer_number is passed in the request as a body parameter. If _enable_throttle_header_parameters=true, by default, the system will allow a maximum of 6 immediate callback requests issued from the same user_id per day (24 hours). If set to false, there is no restriction for the callback requests issued from the same user_id.

_fetch_retry_attempt

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

Defines the retry attempts for a Session/Fetch action.

_fetch_retry_delay

Default Value: 10
Valid Values: Any positive integer
Changes Take Effect: Immediately

The retry interval before a retry is made for the Session/Fetch.

_fetch_timeout

Default Value: 15
Valid Values: Any positive integer
Changes Take Effect: Immediately

Timeout interval (in seconds) at which GMS should verify if the fetch operation is timed out.

_services_credentials

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

The credentials to be used for the Callback strategy.

_throttle_callbacks_per_service_1

Default Value: 500
Valid Values: Any positive integer
Changes Take Effect: Immediately
Introduced: 8.5.109.05

Specifies the maximum number of callbacks per service for the duration set in _throttle_ttl_1. A second limitation can be introduced with the options _throttle_callbacks_per_service_2 and throttle_ttl_2. Genesys recommends using these options to prevent a high rate of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```


_throttle_callbacks_per_service_2

Default Value: 1000
Valid Values: Any positive integer
Changes Take Effect: Immediately
Introduced: 8.5.109.05

Specifies the maximum number of callbacks per service for the duration set in _throttle_ttl_2. A second limitation can be introduced with the options _throttle_callbacks_per_service_1 and _throttle_ttl_1. Genesys recommends using these options to prevent high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```


_throttle_customer_number_limit

Default Value: 6
Valid Values: Any positive integer
Changes Take Effect: Immediately

Introduced: 8.5.109.05
Discontinued: 8.5.110.07

Specifies the maximum number of **immediate** callback requests that a given customer number can request per day. You can set the list of parameters to apply this throttling in the option _throttle_request_parameters.

Starting in 8.5.110.07, this option is discontinued. Use option _throttle_request_parameters_limit instead.

_throttle_request_parameters

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

Added in: 8.5.109.05
Specifies a comma-separated list of request parameters to which the _throttle_customer_number_limit option applies. For example, _throttle_request_parameters=_customer_number, _target

_throttle_request_parameters_limit

Default Value: 8
Valid Values: Integer
Changes Take Effect: Immediately
Introduced: 8.5.110.07
Modified: 8.5.111.08
Related Options: _throttle_request_parameters

Specifies the maximum number of immediate callback requests that a given customer number (or any other parameters configured in _throttle_request_parameters) can query per day. You can set the list of parameters to apply this throttling in the _throttle_request_parameters option.

_throttle_ttl_1

Default Value: 300
Valid Values: Any positive integer
Changes Take Effect: Immediately

Added in: 8.5.109.05
Specifies the duration in seconds used for the callbacks limit set in _throttle_callbacks_per_service_1. A second limitation can be introduced with the options _throttle_callbacks_per_service_2 and _throttle_ttl_2. Genesys recommends using these options to prevent high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

_throttle_ttl_2

Default Value: 3600
Valid Values: Any positive integer
Changes Take Effect: Immediately

Added in: 8.5.109.05
Specifies the duration in seconds used for the callbacks limit set in
_throttle_callbacks_per_service_2. A second limitation can be introduced with the options
_throttle_callbacks_per_service_1 and _throttle_ttl_1. Genesys recommends using these
options to prevent high rates of callback requests in a given period of time. For instance, to set a limit
of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following
configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

callback_column_alias

Default Value: No default value
Valid Values: JSON-formatted string
Changes Take Effect: Immediately
Introduced: 8.5.111.04

Defines a list of aliases for the custom parameters submitted in Callback queries. If the
disable_additional_columns_from_callbacks option is false, the Callback UI will use these aliases
as Display Names for the columns that display the custom parameters' values.

The list must match the following format: { "parameter_key1" : "parameter_alias1",
"parameter_key2" : "parameter_alias2", ..., "parameter_keyN": "parameter_aliasN" }

filter-keys

Default Value:
_callback_state,_callback_reason,_request_queue_time_stat,_request_ewt_service,_vq
Valid Values: Comma-separated list of keys
Changes Take Effect: Immediately
Introduced: 8.5.111.04

Defines a list of filtering keys that can be passed in the Query Callback by Queues query of the
Callback API.

log-background-activity

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Set to *true* to provide more callback logs.

max_queued_callbacks_per_service

Default Value: 1000
Valid Values: Any integer
Changes Take Effect: Immediately

Added in 8.5.108.02
Maximum number of queued callbacks per service, if the option is not overridden in the callback service. Note that this option will not reject scheduled callbacks and applies only to immediate callbacks.

queue-polling-rate

Default Value: 60
Valid Values: Any positive integer
Changes Take Effect: Immediately

Polling interval (in seconds) at which GMS should verify if callbacks should be submitted for execution. In the case of an initial submission error, this interval impacts the occurrence of submission attempts.

queue-polling-rate-recover

Default Value: 3600
Valid Values: Any positive integer
Changes Take Effect: Immediately

Polling interval (in seconds) at which GMS should verify if **old** callbacks (with desired time past for more than 2 hours) should be pinged and possibly re-submitted for execution.

returned-keys

Default Value: _desired_time,_callback_state,_callback_state,_callback_reason,_ors_session_id
Valid Values: Comma-separated list of keys
Changes Take Effect: Immediately

Introduced: 8.5.111.04

Specifies a list of keys whose values must be returned when fetching callback records with the Query Callback by Queues or Query by properties queries of the Callback Services API.

Note that the following keys are always returned: _id, _desired_time, _service_name, _callback_state, _expiration_time, _customer_number, _url, _callback_reason (optional), in addition to the keys defined in the _customer_lookup_keys option.