



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services

[openmedia](#) or [openmedia.<service-name>](#) Section

openmedia or openmedia.<service-name> Section

These openmedia options enable you to configure the openmedia media used by the Digital Channel APIs. See [Configuring Digital Channels](#) for further details.

- [allow_overwrite](#)
- [interaction_subtype](#)
- [media_type](#)
- [endpoint](#)
- [interaction_type](#)

allow_overwrite

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.110.07

If true, enables Open Media API queries to overwrite the default Interaction Type, Subtype, and Media Type set in the Open Media service configuration. If you do not configure the options `interaction_type`, `interaction_subtype`, and `media_type`, you must set `allow_overwrite` to true and provide the Interaction Type, Subtype, and Media Type in your REST queries.

endpoint

Default Value: Environment:Default

Valid Values: <TenantName>:<InboundQueueName>

Changes Take Effect: Immediately

Introduced: 8.5.110.07

Any string that combines a valid Tenant Name and a valid Interaction Queue name, separated by a colon: <TenantName>:<InboundQueueName>

TenantName should match one of the Tenants assigned to the Interaction Server application.

interaction_subtype

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

Interaction Subtype to assign to the interactions created by this service, for example, InboundNew. The Interaction Type must match one of the values listed in the **Business Attributes > Interaction Subtype** section of your configuration.

interaction_type

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

Interaction Type to assign to the interactions created by this service, for example, Inbound. The Interaction Type must match one of the values listed in the **Business Attributes > Interaction Type** section of your configuration.

media_type

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

Media Type to assign to the interactions created by this service, for example, workitem. The Media Type must match one of the values listed in the **Business Attributes > Media Type** section of your configuration.