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Genesys Mobile Services

Generic Options

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Generic Options

These options can be used for several types of services that you can create in the Service Management UI. They are not sorted in specific categories. Check descriptions for details.

- `_agent_timeout_notification_message`
- `_agent_client_timeout_notification_message`
- `_agent_service`
- `_booking_expiration_timeout`
- `_filtering_chat_events`
- `_service_type`
- `_chat_400_response_on_disconnected`
- `_mandatory_customer_lookup_keys`
- `_type`
- `_client_timeout_notification`
- `_return_pool_health`

`_agent_timeout_notification_message`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option specifies the message that will be sent to the agent in a chat session when the customer is not online but the session is still alive. CometD channel is not working and a new message arrives from Agent. For example, Customer is not online

`_booking_expiration_timeout`

Default Value:

Valid Values: 5-1800

Changes Take Effect: Immediately

This option is specific to the **service.request-interaction** and **service.request-access** services, and applies only to LOCAL and CLUSTER allocation strategies. Valid values: Lower limit is 5 seconds and upper limit is 1800 seconds (30 minutes).

This option allows you to set a different value per service for the booking expiration timeout. This value can also be passed through the request-access URI parameter. Note that the value passed through the request-access URI parameter will override the value in the service section.

`_chat_400_response_on_disconnected`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If you set this option to true and if the agent disconnected from the chat session, when returning to foreground and calling the chat refresh API, your chat application receives a 400 Error. If you set this option to false (default), your application receives 200 OK in this scenario.

`_client_timeout_notification`

Default Value: 90

Valid Values: Any positive integer

Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option specifies the time delay in seconds between a new agent message and sending the first push notification if the application is disconnected. To change its status to disconnected (for example to handle the **background state**), the application sends a Cometd /meta/disconnect message to GMS.

`_client_timeout_notification_message`

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option specifies the message that will be sent to the customer as a notification on the device specified at subscription time. For example, New message from Agent.

This message will be sent when the customer chat session, which is still alive, is not running as an active application (CometD is not working) and the agent is sending a message. The subscription Id that is retrieved from the GMS subscription request must be set as a parameter of the invoked chat service (parameter key: 'subscriptionID') to be able to receive auto push chat notification.

`_filtering_chat_events`

Default Value: No default value

Valid Values: String

Changes Take Effect: Immediately

This option is specific to Chat services using chat push notifications. This option lists the event types to exclude when pushing agent event notifications and is set by **push section**, `filtering_chat_events`. See the `filtering_chat_events` option in the chat section for details.

`_mandatory_customer_lookup_keys`

Default Value: `_customer_number`

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

This option is specific to the Callback services. The value is a list of mandatory customer lookup keys that must be in the Callback schedule request. If a lookup key is missing the schedule request, it is rejected with an invalid option message and an HTTP Bad Request error code. By default, the value is `_customer_number`.

Example 1:

- `_customer_lookup_keys` is empty.
- `_mandatory_customer_lookup_keys` is empty.

Result: The default value for both options is `_customer_number`.

Example 2:

- `_customer_lookup_keys = "_customer_number,_email_address"`
- `_mandatory_customer_lookup_keys = "_customer_number"`

Result: The mandatory value in the request is `_customer_number`, however, you can also search by the `_email_address` value.

Note: `_customer_lookup_keys` (for lookup) is a superset of ($\supseteq$) `_mandatory_customer_lookup_keys`

`_return_pool_health`

Default Value:

Valid Values: `true`, `false`

Changes Take Effect: Immediately

This option is specific to the **service.request-interaction** and **service.request-access** services, and applies only to LOCAL and CLUSTER allocation strategies. This option allows you to return metrics about pool health used to allocate the resource.

`_service`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

This option is mandatory.

- For Genesys Mobile Services-based services: The name of the matching service.
- For Orchestration Server-based services: The URL of the service's SCXML application.
- Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set `_service_type` to `callback`.

`_service_type`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Service type. Must be set to `callback` for callback services. In that case, you must have set `_service` to the URL of the service's SCXML callback application.

`_type`

Default Value:

Valid Values: `builtin`, `ors`

Changes Take Effect: Immediately

This option is mandatory.

- For Genesys Mobile Services-based services: `builtin`
- For Orchestration Server-based services: `ors`