GENESYS™

Genesys Voice Platform

CTIC Section

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copy-originatingleg-headers

Default Value: X-Genesys-GVP-Session-Data
Valid Values:
Changes Take Effect: After restart

The CTI Connector shall copy all headers matching the configured list of prefixes on to other call legs towards MCP and agent

CTIFramework

Default Value: IVRServerClient
Valid Values: IVRServerClient, CiscoICMClient
Changes Take Effect: After restart

This parameter indicates which CTI Framework to be used by CTI Connector for CTI functionalities.

DefaultDNIS

Default Value:
Valid Values:
Changes Take Effect: After restart

The value of this parameter defines Default DNIS, incase I-Server does not send DNIS.

disable_cdr

Default Value: false

Valid Values: true, false
Changes Take Effect: After restart

This Parameter is included to Disable/Enable the CRD feature from CTI-C

fips_enabled

Default Value: False
Valid Values: True, False
Changes Take Effect: After restart

Specifies whether to enable FIPS mode in CTI Connector. When FIPS mode is enabled, only FIPS 140-2 approved ciphers and algorithms can be used in SSL connections.

GetDNISFromIServer

Default Value: false
Valid Values:
Changes Take Effect: After restart

The value of this parameter indicates whether CTIConnector needs to get the DNIS value from IVR Server.

IVRPortBaseIndex

Default Value: -1
Valid Values:
Changes Take Effect: After restart

CTI Connector would use this parameter as starting IVRport number and it would increment the IVRPort by (1). If this parameter is set to (-1) CTIC will not generate IVR Port rather it will take the port base on DNIndicator.

MaxIVRPorts

Default Value: 2000
Valid Values:
Changes Take Effect: After restart

CTI Connector would use this parameter as upper bound to generate IVRPort number.