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Genesys Voice Platform

cpa Section

5/14/2025

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- `gateway.events`
- `outbound.method`
- `outbound.native.ignoreconnectevent`
- `outbound.native.initialstate`

gateway.events

Default Value: AMD CPT FAX PVD

Valid Values: Any combination of: AMD, CPT, FAX, PVD and PTT

Changes Take Effect: Immediately/session

The supported Gateway CPA events. The ones listed here will be requested to the Gateway.

outbound.method

Default Value: NONE

Valid Values: Choose between: PSTNC, NATIVE or NONE

Changes Take Effect: Immediately/session

This configuration option controls the Call Progress Analysis method used when MCP initiates outbound calls for bridge transfers and "remdial" requests . If 'NONE' is selected, no methods will be supported. NOTE: that this option does not apply to SSG (Supplementary Services Gateway) or OCS (Outbound Contact Server) initiated calls. PSTNC - CPA using PSTN Connector NATIVE - CPA using Native CPA NONE - Disable CPA for the outbound calls

outbound.native.ignoreconnectevent

Default Value: false

Valid Values: Choose between: true or false

Changes Take Effect: Immediately/session

When native CPA is used for outbound calls (for bridge transfers and "remdial" requests), this option specifies whether the CPA algorithm should ignore or handle the call connect event. If not ignored, the native CPA algorithm will switch to the postconnect state when received the call connect event. This option can be used for fine tuning the CPA detection algorithm to improve accuracy and applies only if the `outbound.native.initialstate` option is set to preconnect. NOTE: this option does not apply

to SSG (Supplementary Services Gateway) or OCS (Outbound Contact Server) initiated calls.

outbound.native.initialstate

Default Value: preconnect

Valid Values: Choose between: preconnect or postconnect

Changes Take Effect: Immediately/session

When native CPA is used for outbound calls (for bridge transfers and "remdial" requests), this option specifies the initial CPA state. NOTE: this option does not apply to SSG (Supplementary Services Gateway) or OCS (Outbound Contact Server) initiated calls. preconnect - detection will start as soon as the call is initiated, and detection of preconnect and postconnect events will be enabled. postconnect - detection will start when the call is connected, and only detection of postconnect events will be enabled.