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# Genesys Voice Platform

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## ems Section

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### dc.default.logfilter

**Default Value:** 0-2|\*|\*

**Valid Values:** Pipe delimited ranges for log levels, module IDs and specifier IDs. Ranges can be comma separated integers or range of integers or '\*'.

**Changes Take Effect:** At start/restart

Specifies the filter for logs to be delivered "upstream" to the Reporting Server for Call Events reporting. The format is 'levels|moduleIDs|specifierIDs' (repeated if necessary). The values between the pipes can be in the format: 'm-n,o,p' (ie "0-4, 5,6"). The wildcard character '\*' can also be used to indicate all valid numbers. Example: '\*|\*|\*' indicates that all log messages should be sent to the sink. Alternatively, '0,1|0-10|\*|4|\*|\*' indicates that CRITICAL(0) and ERROR(1) level messages with module IDs in the range 0-10 will be sent to the sink; and all INFO(4) level messages will be sent as well.

### dc.default.metricsfilter

**Default Value:** 0-16,18,25,35,36,41,52-55,74,128,136-141

**Valid Values:** Comma separated list of metric values or ranges. A metric value must be between 0 and 159 inclusive. The values '\*' and blank are also allowed.

**Changes Take Effect:** At start/restart

Specifies the default filter for metrics to be delivered "upstream" to the Reporting Server for Call Events reporting. '\*' indicates that all metrics will be sent to the sink. Alternatively, '5-10,50-55,70,71' indicates that metrics with IDs 5,6,7,8,9,10,50,51,52,53,54,55,70 and 71 will be sent to the Reporting Server. This filter will be used unless the default has been overridden in the tenant or IVR Application profile to which the given call has been associated.

## dc.enableSQA

**Default Value:** true

**Valid Values:** Choose between: true or false

**Changes Take Effect:** At start/restart

This flag determines if the Data Collection Sink is configured to perform Service Quality analysis.

## dc.servicequality.AudioGap.threshold

**Default Value:** 2000

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the largest acceptable audio gap (in ms) that the platform can have while playing back audio to the user.

## dc.servicequality.CallAnswer.threshold

**Default Value:** 1500

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to answer a call.

## dc.servicequality.CallReject.threshold

**Default Value:** 2000

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to reject a call.

## dc.servicequality.CumulativeResponse.threshold

**Default Value:** 2000

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play a prompt following user interaction.

## dc.servicequality.FirstPromptInbound.threshold

**Default Value:** 1500

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play the first prompt on an inbound call.

## dc.servicequality.FirstPromptOutbound.threshold

**Default Value:** 1500

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play the first prompt on an outbound call.

## dc.servicequality.InboundRejectNoFailureCodes

**Default Value:** decline

**Valid Values:** This is a '|' delimited list.

**Changes Take Effect:** At start/restart

This parameter specifies incall\_reject reason codes which should not be flagged as call failures.

## dc.servicequality.InterPrompt.threshold

**Default Value:** 4000

**Valid Values:** An integer greater than 0.

**Changes Take Effect:** At start/restart

This parameter indicates the maximum acceptable time (in ms) that the platform can take to play a

prompt after a previous prompt when no user interaction has taken place inbetween the 2 prompts.

## dc.servicequality.OutboundRejectNoFailureCodes

**Default Value:** busy|decline|fax|noanswer|hangup

**Valid Values:** This is a '|' delimited list.

**Changes Take Effect:**

This parameter specifies outcall\_reject reason codes which should not be flagged as call failures.

## logconfig.DATAC

**Default Value:** 0-2,4|\*|\*

**Valid Values:** Pipe delimited ranges for log levels, module IDs and specifier IDs. Ranges can be comma separated integers or range of integers or '\*'.

**Changes Take Effect:** Immediately

Controls the log messages that are sent to the Data Collection sink. The format is 'levels|moduleIDs|specifierIDs' (repeated if necessary). The values between the pipes can be in the format: 'm-n,o,p' (ie "0-4, 5,6"). The wildcard character '\*' can also be used to indicate all valid numbers. Example: '\*|\*|\*' indicates that all log messages should be sent to the sink. Alternatively, '0,1|0-10|\*|4|\*|\*' indicates that CRITICAL(0) and ERROR(1) level messages with module IDs in the range 0-10 will be sent to the sink; and all INFO(4) level messages will be sent as well.

## logconfig.MFSINK

**Default Value:** \*|\*|\*

**Valid Values:** Pipe delimited ranges for log levels, module IDs and specifier IDs. Ranges can be comma separated integers or range of integers or '\*'.

**Changes Take Effect:** Immediately

Controls the log messages that are sent to the MF sink. The format is 'levels|moduleIDs|specifierIDs' (repeated if necessary). The values between the pipes can be in the format: 'm-n,o,p' (ie "0-4, 5,6"). The wildcard character '\*' can also be used to indicate all valid numbers. Example: '\*|\*|\*' indicates that all log messages should be sent to the sink. Alternatively, '0,1|0-10|\*|4|\*|\*' indicates that CRITICAL(0) and ERROR(1) level messages with module IDs in the range 0-10 will be sent to the sink; and all INFO(4) level messages will be sent as well.

## metricsconfig.DATAC

**Default Value:** \*

**Valid Values:** Comma separated list of metric values or ranges. A metric value must be between 0 and 141 inclusive. The values '\*' and blank are also allowed.

**Changes Take Effect:** Immediately

Specifies the metrics that are delivered to the Data Collection sink. '\*' indicates that all metrics will be sent to the sink. Alternatively, '5-10,50-55,70,71' indicates that metrics with IDs 5,6,7,8,9,10,50,51,52,53,54,55,70 and 71 will be sent to the Data Collection sink.

## metricsconfig.MFSINK

**Default Value:** 0-16,18-41,43,52-56,72-74,76-81,127-129,130,132,134,135,136-141,146-159

**Valid Values:** Comma separated list of metric values or ranges. A metric value must be between 0 and 159 inclusive. The values '\*' and blank are also allowed.

**Changes Take Effect:** Immediately

Specifies the metrics that are delivered to the MF Sink. '\*' indicates that all metrics will be sent to the sink. Alternatively, '5-10,50-55,70,71' indicates that metrics with IDs 5,6,7,8,9,10,50,51,52,53,54,55,70 and 71 will be sent to the MF sink.

## ors.reportinginterval

**Default Value:** 60

**Valid Values:** An integer between 1-299 inclusive.

**Changes Take Effect:** At start/restart

Interval (seconds) accumulated operational reports are submitted to the Reporting Server

## password

**Default Value:**

**Valid Values:** KeyStore Password

**Changes Take Effect:** at start/restart

The password for Reporting Client keyStore. Required to connect to the Reporting Server (ActiveMQ) over TLS.

## rc.amq\_connection\_send\_timeout

**Default Value:** 60

**Valid Values:** An integer greater than or equal to 45.

**Changes Take Effect:** At start/restart

This option specifies the maximum time in seconds to wait for ActiveMQ Producer Send Message response.

## rc.batch\_size

**Default Value:** 500

**Valid Values:** An integer between 1-5000 inclusive.

**Changes Take Effect:** At start/restart

The number of upstream log events queued up by the reporting client before sending them up to the reporting server. A higher batch size (e.g. 50 records) may improve performance at the cost of sending upstream data less frequently.

## rc.cdr.batch\_size

**Default Value:** 500

**Valid Values:** An integer between 1-5000 inclusive.

**Changes Take Effect:** At start/restart

The number of CDR messages queued up by the reporting client before sending them up to the reporting server. A higher batch size (e.g. 50 records) may improve performance at the cost of sending CDR data less frequently.

## rc.cdr.local\_queue\_max

**Default Value:** 1000000

**Valid Values:** An integer greater or equal to -1.

**Changes Take Effect:** At start/restart

This option specifies the maximum number of data items to the local database for CDR reporting. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client faster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted locally and data will be discarded if the RS is unavailable.

## rc.cdr.local\_queue\_path

**Default Value:** cdrQueue\_mcp.db

**Valid Values:** Path to the DB file.

**Changes Take Effect:** At start/restart

The full path of the local database file used to locally persist data for CDRs.

## rc.cdr.max\_throughput

**Default Value:** 0

**Valid Values:** An integer greater or equal to 0.  
**Changes Take Effect:** At start/restart

This option specifies the maximum rate at which CDR data, in bytes per second, is sent to the Reporting Server. A value of 0 (default) indicates that CDR data will be sent as quickly as possible.

## rc.certificate

**Default Value:**  
**Valid Values:** File path  
**Changes Take Effect:** at start/restart

The file name of the TLS certificate in "PEM" format. Required to connect to the Reporting Server (ActiveMQ) over TLS.

## rc.keystore\_certificate

**Default Value:**  
**Valid Values:** File path  
**Changes Take Effect:** at start/restart  
**Introduced:** 9.0.010.72

The file name of the TLS KeyStore certificate in "PEM" format. Required to connect to the Reporting Server (ActiveMQ) over TLS.

## rc.keystore\_password

**Default Value:**  
**Valid Values:** KeyStore Password  
**Changes Take Effect:** at start/restart  
**Introduced:** 9.0.010.72

The password for Reporting Client keyStore. Required to connect to the Reporting Server (ActiveMQ) over TLS.

## rc.local\_queue\_max

**Default Value:** 5000000  
**Valid Values:** An integer greater or equal to -1.  
**Changes Take Effect:** At start/restart

This option specifies the maximum number of data items to the local database for Upstream Logging. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client faster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted



locally and data will be discarded if the RS is unavailable.

## rc.local\_queue\_path

**Default Value:** reportingClientQueue.db

**Valid Values:** Path to the DB file.

**Changes Take Effect:** At start/restart

The full path of the local database file used to locally persist data for upstream logging to the GVP Reporting Client.

## rc.max\_throughput

**Default Value:** 0

**Valid Values:** An integer greater or equal to 0.

**Changes Take Effect:** At start/restart

This option specifies the maximum rate at which Upstream Logging data, in bytes per second, is sent to the Reporting Server. A value of 0 (default) indicates that Upstream Logging data will be sent as quickly as possible.

## rc.ors.local\_queue\_max

**Default Value:** 1000000

**Valid Values:** An integer greater or equal to -1.

**Changes Take Effect:** At start/restart

This option specifies the maximum number of data items to the local database for Operational Reporting. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client faster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted locally and data will be discarded if the RS is unavailable.

## rc.ors.local\_queue\_path

**Default Value:** orsQueue\_mcp.db

**Valid Values:** Path to the DB file.

**Changes Take Effect:** At start/restart

The full path of the local database file used to locally persist data for Operational Reporting.

## rc.sqa.batch\_size

**Default Value:** 1

**Valid Values:** An integer between 1-5000 inclusive.

**Changes Take Effect:** At start/restart

The number of SQA messages queued up by the reporting client before sending them up to the reporting server. For SQA messages, this option has little effect.

## rc.sqa.local\_queue\_max

**Default Value:** 3000

**Valid Values:** An integer greater or equal to -1.

**Changes Take Effect:** At start/restart

This option specifies the maximum number of data items to the local database file for SQA reporting. Queuing to the local database will occur either when the Reporting Server is unavailable, or when data is being provided to the Client faster than the Server can consume it. A value of -1 indicates an "unlimited" number of records will be allowed. A value of 0 indicates that no records will be persisted locally and data will be discarded if the RS is unavailable.

## rc.sqa.local\_queue\_path

**Default Value:** sqaQueue\_mcp.db

**Valid Values:** Path to the DB file.

**Changes Take Effect:** At start/restart

The full path of the local database file used to locally persist data for SQA data.

## rc.truststore\_certificate

**Default Value:**

**Valid Values:** File path

**Changes Take Effect:** at start/restart

**Introduced:** 9.0.010.72

The file name of the TLS TrustStore certificate in "PEM" format. Required to connect to the Reporting Server (ActiveMQ) over TLS.