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Genesys Voice Platform

[gvp.service-parameters](#) Section

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- `cti.DefaultAgent`
- `cti.icm.enableBridgeXfer`
- `cti.icm.ScriptMapping`
- `cti.icm.ServiceID`
- `cti.TransferOnCTI`
- `recordingclient.audiosrc`
- `recordingclient.AWSAccessKeyId`
- `recordingclient.AWSAccessKeyId2`
- `recordingclient.AWSSecretAccessKey`
- `recordingclient.AWSSecretAccessKey2`
- `recordingclient.callrec_authorization`
- `recordingclient.callrec_dest`
- `recordingclient.httpauthorization`
- `recordingclient.httpauthorization2`
- `recordingclient.recdest`
- `recordingclient.recdest2`
- `recordingclient.recmediactl`
- `recordingclient.tonesilenceduration`
- `recordingclient.type`
- `recordingclient.type2`
- `voicexml.gvpi.appmodule`
- `voicexml.gvpi.$adn-flag$`
- `voicexml.gvpi.$asrplatform$`
- `voicexml.gvpi.$asrwavfilelog$`
- `voicexml.gvpi.$badxmlpageposturl$`
- `voicexml.gvpi.$call-trace-url$`
- `voicexml.gvpi.$ccerror-telnum$`
- `voicexml.gvpi.$cpatimeout$`
- `voicexml.gvpi.$cti_endcall_on_agentleg_hups$`
- `voicexml.gvpi.$debug-url$`
- `voicexml.gvpi.$default-language$`
- `voicexml.gvpi.$dtmf_nomatch_utterance_enabled$`
- `voicexml.gvpi.$ivr-tmo$`
- `voicexml.gvpi.$outbound-call-limit$`
- `voicexml.gvpi.$record-pages$`
- `voicexml.gvpi.$refertimeout$`
- `voicexml.gvpi.$tntenable$`
- `voicexml.gvpi.$tntreclaimcode$`
- `voicexml.gvpi.$tntscript$`
- `voicexml.gvpi.$transactional-record$`
- `voicexml.gvpi.$transactional-record-posturl$`
- `voicexml.gvpi.$transfer-option$`
- `voicexml.gvpi.$transfer-type$`
- `voicexml.gvpi.$transferscript-url$`
- `voicexml.gvpi.$trap-url$`
- `voicexml.gvpi.$tts-gender$`
- `voicexml.gvpi.$tts-vendor$`

cti.DefaultAgent

Default Value: fixed

Valid Values:

Changes Take Effect: immediately

The default agent number for CTI transfer

cti.icm.enableBridgeXfer

Default Value: fixed,0

Valid Values:

Changes Take Effect: immediately

By enabling this parameter, the CTIC invokes Bridge Transfer to connect the caller to agent otherwise by default Blind Transfer is triggered. This feature is applicable only for Service Control Interface when CONNECT message is received with TransferHint flag set to false.

cti.icm.ScriptMapping

Default Value: fixed,TFN

Valid Values:

Changes Take Effect: immediately

This parameter indicates whether the ICM routing script should be chosen based on the TFN or the DNIS

cti.icm.ServiceID

Default Value: fixed,

Valid Values:

Changes Take Effect: immediately

The Service-ID configured in ICM for this IVR application

cti.TransferOnCTI

Default Value: fixed,no

Valid Values:

Changes Take Effect: immediately

CTI transfer option

recordingclient.audiosrc

Default Value:

Valid Values:

Changes Take Effect: immediately

The URI of a periodic audio tone to play during recording. If the URI is empty, no tone will be applied.

recordingclient.AWSAccessKeyId

Default Value:

Valid Values:

Changes Take Effect: immediately

This parameter specifies the AWS Access Key ID for recdest when the destination is Amazon S3.

recordingclient.AWSAccessKeyId2

Default Value:

Valid Values:

Changes Take Effect: immediately

This parameter specifies the AWS Access Key ID for recdest2 when the destination is Amazon S3.

recordingclient.AWSSecretAccessKey

Default Value:

Valid Values:

Changes Take Effect: immediately

This parameter specifies the AWS Secret Access Key for recdest when the destination is Amazon S3.

recordingclient.AWSSecretAccessKey2

Default Value:

Valid Values:

Changes Take Effect: immediately

This parameter specifies the AWS Secret Access Key for recdest2 when the destination is Amazon S3.

recordingclient.callrec_authorization

Default Value:

Valid Values:

Changes Take Effect: immediately

The authorization parameter for posting metadata. The format for specifying the authorization information is: username:password, where 'username' and 'password' are the credentials for accessing the web server.

recordingclient.callrec_dest

Default Value:

Valid Values:

Changes Take Effect: immediately

The URL for submitting Metadata as part of call recording.

recordingclient.httpauthorization

Default Value:

Valid Values:

Changes Take Effect: immediately

This parameter specifies the HTTP authorization information if "recdest" is specified to be an http:// destination (WebDAV). The format for specifying the authorization information is: username:password, where 'username' and 'password' are the credentials for accessing the web server.

recordingclient.httpauthorization2

Default Value:

Valid Values:

Changes Take Effect: immediately

This parameter specifies the HTTP authorization information if "recdest2" is specified to be an http:// destination (SpeechMiner). The format for specifying the authorization information is: username:password, where 'username' and 'password' are the credentials for accessing the web server.

recordingclient.recdest

Default Value: fixed,sip:\$LocalIP\$:5060

Valid Values:

Changes Take Effect: immediately

This parameter specifies one of the destinations for recording. The following types of destinations are allowed: - sip / sips URI. This will be used as the Request-URI address part of the outgoing recording server request. - file:// for local file recording. Must begin with file://. Path is relative to recording base path configured on the MCP, or can also be an absolute path location. - s3: for specifying an Amazon S3 storage bucket (must be accompanied by AWSAccessKeyId and AWSSecretAccessKey). - http:// or https:// for specifying a WebDAV storage location. Default value is the RM's address. However, the value of the "dest" parameter in the MSML request takes precedence over this IVR Profile parameter in the media server. When recdest / recdest2 are both configured, they must be both sip / sips, OR both one of the other possible destinations. Additional notes related to sip / sips destination: When

recdest is set to RM (SIP AOR), MCP will use this in the Request-URI address part of the recording server request. RM will select the recording server resources based on load-balancing scheme configured in recording server LRGs. When recdest2 is configured, recdest should also be configured and these two parameters should be configured with AORs of two recording servers. Both recdest and recdest2 will be used by MCP in the Request-URI address part of the recording server request and in this case MCP will send two recording request to RM for the same recording (duplicate recording). RM will select recording server based on the Request-URI address. Please note that these recdest and recdest2 parameters should be configured for duplicate recording with third party recorders like zoom.

recordingclient.recdest2

Default Value: fixed,sip:\$LocalIP\$:5060

Valid Values:

Changes Take Effect: immediately

This parameter specifies a secondary/duplicate recording destination. The following types of destinations are allowed: - sip / sips URI. This will be used as the Request-URI address part of the outgoing recording server request. - file:// for local file recording. Must begin with file://. Path is relative to recording base path configured on the MCP, or can also be an absolute path location. - s3: for specifying an Amazon S3 storage bucket (must be accompanied by AWSAccessKeyId2 and AWSSecretAccessKey2). - http:// or https:// for specifying a SpeechMiner destination for analytics (requires call recording solution integration). Default value is the RM's address. However, the value of the "dest2" parameter in the MSML request takes precedence over this IVR Profile parameter in the media server. When recdest / recdest2 are both configured, they must be both sip / sips, OR both one of the other possible destinations. Additional notes related to sip / sips destination: If "recdest" and "recdest2" parameter are set to SIP AORs of recording servers, the MCP will use these AORs in RURI address part. When recdest2 is configured, recdest should also be configured and these two parameters should be configured with AORs of two recording servers. Both recdest and recdest2 will be used by MCP in the Request-URI address part of the recording server request and in this case MCP will send two recording request to RM for the same recording (duplicate recording). RM will select recording server based on the Request-URI address. Please note that these recdest and recdest2 parameters should be configured for duplicate recording with third party recorders like zoom

recordingclient.recmediactl

Default Value: fixed,2

Valid Values:

Changes Take Effect: immediately

Select the SIP session behavior of the media server in contacting the external recorder. If set to "Separate", separate SIP session (with single media line in the SDP) will be established for each of the recorded parties. If set to "Combined", 1 SIP session (with multiple media lines in the SDP) is established for the recorded parties in the same call recording session. Note that the URI specified by the "recmediactl" parameter in the MSML request takes precedence over this parameter.

recordingclient.tonesilenceduration

Default Value:

Valid Values:

Changes Take Effect: immediately

The duration of silence between audio tones when Periodic Audio Tone is in use in milliseconds.

recordingclient.type

Default Value:

Valid Values:

Changes Take Effect: immediately

The file type for http, S3 or file recording for recdest. Example formats: audio/wav, audio/wav;codec=ulaw, audio/mp3 . If left empty, the MCP will use a default configured type.

recordingclient.type2

Default Value:

Valid Values:

Changes Take Effect: immediately

The file type for http, S3 or file recording for recdest2. Example formats: audio/wav, audio/wav;codec=ulaw, audio/mp3 . If left empty, the MCP will use a default configured type.

voicexml.gvp.appmodule

Default Value: fixed,VXML-NG

Valid Values:

Changes Take Effect: immediately

Select the app module name

voicexml.gvpi.\$adn-flag\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$asrplatform\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$asrwavfilelog\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$badxmlpageposturl\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$call-trace-url\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$ccerror-telnum\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$cptimeout\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$cti_endcall_on_agentleg_hup\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$debug-url\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$default-language\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$dtmf_nomatch_utterance_enabled\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$ivr-tmo\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$outbound-call-limit\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$record-pages\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$refertimeout\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$tntenable\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$tntreclaimcode\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$tntscript\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$transactional-record\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$transactional-record-posturl\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$transfer-option\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$transfer-type\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$transferscript-url\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$trap-url\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$tts-gender\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

voicexml.gvpi.\$tts-vendor\$

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.