Genesys Voice Platform

SSG Section

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CleanIntervalSecs

Default Value: 180
Valid Values:
Changes Take Effect: After restart

Interval in seconds that determines how frequently SSG removes expired or completed requests from the DB.

ClientPortToTServer

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

The local client side TCP port to be used for T-Lib transport. If this parameter is not specified, SSG will let the OS choose the local port.

ConnRetryIntervalSecs

Default Value: 120
Valid Values:
Changes Take Effect: After restart

SSG attempts to re-connect to SIP Server in case of connection failure with SIP Server continuously in this interval.

fips_enabled

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

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

InitiatedCallRetryFlag

Default Value: 1
Valid Values: 0, 1, 2, 3
Changes Take Effect: After restart

This parameter specifies how to process the requests present in the DB when SSG comes up. If the parameter value is set to 0 (zero), SSG deems all the initiated requests during SSG startup as failures and invokes notification URL for these requests. If it is set to 1, then SSG retries those requests. If the value is set to 2, then SSG deletes requests which are new and initiated. If the value is set to 3, then SSG deletes all the database requests

MaxAttemptsLimit

Default Value: 25
Valid Values:
Changes Take Effect: After restart

The maximum attempts allowed (as system-wide upper limit) for outbound call requests from customer application.

MaxDBConnPoolSize

Default Value: 7
Valid Values:
Changes Take Effect: After restart

The maximum number of database connections kept alive for use in SSG.

MinDBConnPoolSize

Default Value: 3
Valid Values:
Changes Take Effect: After restart

The minimum number of database connections kept alive for use in SSG.

pacing.BatchLimit

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

Total Number of requests, being fetched from DB in to the memory queue for processing in each cycle. If 'TotalPorts' is configured, SSG uses GVP total port capacity as obtained from SIP-S EventResourceInfo as the batch limit. if 'AvailPorts' is configured, SSG uses current available port capacity as obtained from SIP-S EventResourceInfo as the batch limit. Otherwise,user can configure any integer value as string, which will used as the fetching limit.

pacing.caps.CallRequestsPerSecond

Default Value: 30
Valid Values:
Changes Take Effect: After restart

This parameter controls the maximum calls per second that SSG shall initiate via SIP Server

pacing.EqualPriorityToNewAndOld

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

In each fetch cycle from db, SSG gives equal priority to New and Old records if flag is set to true. Otherwise, New and Old records are not differentiated. If this option is set to true, increased DB fetches may result in some performance degardation.

pacing.NextRetryIntervalSecs

Default Value: 10
Valid Values:
Changes Take Effect: After restart

This parameter dicates after how many seconds the call will be retried when temporary internal errors occur.

pacing.PortLoadFactor

Default Value: 100
Valid Values:
Changes Take Effect: After restart

This parameter dictates how many outbound calls are inititated by SSG at a time. This is a % of the current GVP available port capacity.

pacing.QLowWatermark

Default Value: 25
Valid Values:
Changes Take Effect: After restart

When In-Memory queue falls below this pre-defined % of total Batch Limit, SSG activates next fetching cycle.

pacing.SlotCalculation

Default Value: Proportionate
Valid Values: Proportionate, Equal
Changes Take Effect: After restart

This parameter dictates how many records are allotted for an application in each database dip in every fetch cycle. If 'Proportionate' is configured, BatchLimit is divided among applications in the same ratio as their pending requests. if 'Equal' is configured, BatchLimit is divided equally among applications.

PAssertedIdentityUsage

Default Value: 0
Valid Values:
Changes Take Effect: After restart

SSG includes this parameter under SIP_HEADERS extension in TMakePredictiveCall. This parameter can be set to 0,1 or 2 values. Setting it to '0' makes SSG not to include the parameter as extension parameter. Setting it to '1' makes SSG map ANI AS-IS to this parameter and include in the SIP_HEADERS extension. Setting it to '2' makes SSG extract the user part of the ANI and map it to this extension parameter.

RegRetryIntervalSecs

Default Value: 120
Valid Values:
Changes Take Effect: After restart

SSG attempts to re-register the Resource DN in case of registraion failure with SIP Server continuously in this interval.

ReqAccOnResourceDNErrTimeoutSecs

Default Value: 900
Valid Values:
Changes Take Effect: After restart

SSG rejects new requests from tenant applications if SSG fails to register Resource DN with SIP Server after the above time-out.

ReqAccOnSIPSConnErrTimeoutSecs

Default Value: 900
Valid Values:
Changes Take Effect: After restart

SSG rejects new requests from tenant applications if SSG fails to connect to SIP Server after the above time-out.

TimeToLiveLimitMins

Default Value: 1440
Valid Values:
Changes Take Effect: After restart

The maximum duration allowed (as system-wide upper limit) for outbound call requests from customer application.