GENESYS™

Genesys Web Engagement

Web Engagement Cluster

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Options for this component are contained in the following configuration sections:

- cep
- chat
- cluster
- cluster-dispatcher
- cluster-dispatchers
- cometD
- elasticsearch
- engagement
- esArea
- kibana
- log
- metrics
- pacing
- privacy
- queues
- security
- userData
- web
- webcallback

> ## Tip
>
> In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.
>
> **Power users: Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
cep	cepSessionCacheSize	10000	After server restart
cep	cepSessionCacheTtl	600	After server restart
cep	domainSeparation	false	After server restart
cep	synchronizeDRLFilesInCluster	true	Immediately
chat	connectionTimeout	10	After server restart
chat	identifyCreateContact	3	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
chat	queueKey		After server restart
chat	refreshPoolSize	10	After server restart
chat	refreshTaskPeriod	2	After server restart
chat	requestTimeout	5	After server restart
chat	sessionRestorationTimeout	30	After session restart
chat	webengagementChatQueue		After server restart
cluster	cluster-size	No default value	After restart
cluster-dispatcher	startup-reporting	No default value	After restart
cluster-dispatchers	startup-reporting	No default value	After restart
cometD	heartBeatTimeout	0	Immediately
cometd	interval	0	After server restart
cometd	maxInterval	15	After server restart
cometd	maxSessionsPerBrowser	1	After server restart
cometd	timeout	30	After server restart
cometd	transports	org.cometd.websocket.server.JettyWebSocketTransport, org.cometd.server.transport.JSONTransport, org.cometd.server.transport.JSONPTransport	After server restart
elasticsearch	http-read-only	true	After start or restart
engagement	defaultEngagementChannel		Immediately
engagement	engagementExpirationTime	30	
engagement	registrationFormExpirationTime	120	Immediately
engagement	strategiesControlWebengagementIxn	true	Immediately
engagement	strictEngagementMode	true	Immediately
engagement	userIdentifier	EmailAddress	Immediately
engagement	visitExpirationTime	86400 (24 hours)	Immediately
esArea	name	gpe	After restart
kibana	elasticsearch_url	http://localhost:9200	After start or restart
kibana	enabled	true	After start or restart
kibana	host	localhost	Immediately
kibana	kibana_index	gpe.kibana	Immediately
kibana	port	5601	After start or restart
log	affectedLoggers	The default value is an empty string, which means that there aren't any affected loggers.	Immediately
log	all	stdout	After start/restart
log	debug	stdout	Immediately
log	expire	3	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	message-format	custom	Immediately
log	outputPattern	%d{HH:mm:ss,SSS}{UTC} [%5p] [%thread] %-30c{2} - %m %ex%n"	Immediately
log	segment	1000	After restart
log	standard	stdout	Immediately
log	suppress-data	true	Immediately
log	time_convert	local	Immediately
log	time_format	time	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
metrics	EventDuration.threshold	1000	Immediately
metrics	GcFrequency.threshold	24	Immediately
metrics	GcLatency.threshold	1000	Immediately
metrics	HeapMemoryUsage.threshold	0.8	Immediately
metrics	monitoring.event.timer.slidingWindowSize	10	After server restart
metrics	reporter.console.enabled	false	Immediately
metrics	reporter.console.logFrequency	30min	Immediately
metrics	reporter.jmx.enabled	true	Immediately
metrics	reporter.log.enabled	false	Immediately
metrics	reporter.log.logFrequency	30min	Immediately
metrics	reporter.messageServer.enabled	true	Immediately
metrics	reporter.messageServer.logFrequency	30min	Immediately
pacing	algorithm	SUPER_PROGRESSIVE	After server restart
pacing	chatGroups		After start/restart
pacing	interactionMinProcessingTime	20	After server restart
pacing	optimizationGoal	3	After server restart
pacing	optimizationTarget		After server restart
pacing	proactiveRatio	100	After server restart
pacing	refreshPeriod	2	After server restart
pacing	voiceGroups		After server restart
privacy	collectActualIPs	false	After server restart
privacy	collectForwardedIPs	false	After server restart
privacy	geoMode	LOCATION	After server restart
privacy	pathToGeoDB	./gwe/resources/geo/ GeoLite2-City.mmdb	After server restart
queues	queueAccepted	Webengagement_Accepted	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
queues	queueEngaged	Webengagement_Engaged	Immediately
queues	queueFailed	Webengagement_Failed	Immediately
queues	queueMissed	Webengagement_Missed	Immediately
queues	queueQualified	Webengagement_Qualified	Immediately
queues	queueRejected	Webengagement_Rejected	Immediately
queues	queueTimeout	Webengagement_Timeout	Immediately
security	auth-scheme	none	After server restart
security	certificate		After server restart
security	certificate-key		After server restart
security	key-entry-password	none	After server restart
security	keystore-password	none	After server restart
security	password		After server restart
security	provider	DEFAULT	After server restart
security	trusted-ca		After server restart
security	truststore-password	none	After server restart
security	user-id		After server restart
userData	attach812StyleUserData	true	Immediately
userData	eventName.SignIn		Immediately
userData	eventName.UserInfo		Immediately
userData	eventName.VisitStarted	timezoneOffset	Immediately
userData	eventType.ACTIONABLE	rule	Immediately
userData	keysToPropagate		Immediately
web	cors.allowedHeaders	x-requested-with,content-type,accept,origin,authorization,cookie	After server restart
web	cors.allowedMethods	GET,POST,OPTIONS,HEAD,DELETE	After server restart
web	cors.allowedOrigins	*	After server restart
web	cors.urlMapping	*	After server restart
web	jsonp.whiteList	^_gt\.setCategory$, ^_gt\.setDSL$, ^jQuery\d*_\d*$	After server restart
web	staticResourcesCacheControl	public, max-age=1800	After server restart
web	staticResourcesCacheControlPattern	^(http:)\.*$	After restart
webcallback	phoneNumber	PhoneNumber	Immediately
webcallback	webcallbackQueueSubmit	**New**	Immediately
Section	**Option**	**Default**	**Changes Take Effect**