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Genesys Mobile Services

Voice - User Terminated Section

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`_agent_disposition_timeout`

Default Value: 45

Valid Values: integer

Changes Take Effect: Immediately

Time duration allowed for the agent to take action on the Agent Disposition dialog.

`_agent_first_via_rp`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.108.02

Enables dialing of the call from the route point (set in the `_route_point` option) in a user-terminated scenario *connect to agent first* where the agent preview mode is disabled. Otherwise, the call will be

dialed directly from the agent's DN.

This option is mandatory.

`_agent_first_via_tg`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.201.04

If true, enables the call dialing from the trunk group (configured in the `_trunk_group` option) in the following user-terminated scenario. When the trunk group dials the call to the customer, it makes a call to the agent first where the agent preview mode is disabled, and the agent can consult the call to the customer. Finally, the agent can merge the two calls. If the option is false, the call is dialed from the agent's DN.

`_agent_preview`

Default Value: false

Valid Values: Boolean

Changes Take Effect: Immediately

Enables Agent Preview. If set to true, the Preview Dialog with caller information is displayed to the agent.

`_agent_preview_allow_reject`

Default Value: 0

Valid Values: Any positive integer

Changes Take Effect: Immediately

Allows the agent to reject the call in the preview dialog.

- If the option is set to 0, the preview dialog does not display the reject button.
- If the option is greater than 0, its value determines the number of times that an agent can reject the service request; the reject option will not be displayed to the next agent.

`_agent_preview_data`

Default Value: Value 1, Value 2, Value 3, Value 4, Value 5

Valid Values: string

Changes Take Effect: Immediately

Comma-separated ordered list of values to be displayed in the agent preview dialog.

`_agent_preview_set_notready_reason`

Default Value: N/A

Valid Values: string

Changes Take Effect: Immediately

Introduced: 8.5.201.04

String representation of a numeric value. If you configure this option and if `_agent_preview_timeout_set_notready = true`, it will be used as the value of the ReasonCode extension of the EventAgentNotReady event that will be sent.

`_agent_preview_set_notready_reason_attribute`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.209.02

If true, adds the reason key and value to the AttributeReason field of the EventAgentNotReady message. This occurs only if the agent is not ready and does not accept the invitation within the amount of time specified by `_agent_preview_timeout`, when `_agent_preview_timeout_set_notready=true`. See `_agent_preview_set_notready_reason_key` to define an attribute key.

`_agent_preview_set_notready_reason_key`

Default Value: ReasonCode

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.209.02

Key to use for the Agent Not Ready reason attribute if `_agent_preview_set_notready_reason_attribute=true`.

`_agent_preview_timeout`

Default Value: 30

Valid Values: Integer (seconds)

Changes Take Effect: Immediately

Duration in seconds that the agent has to preview the callback information and submit a reply. The Preview dialog will automatically close after this timeout and submit a reject from the agent. In this scenario, the call will go back in the queue. During this period, the agent is reserved for the Callback interaction and is not an eligible target for other interactions; therefore, Genesys recommends to

evaluate carefully when extending this timeout beyond 30 seconds (default).

`_agent_preview_timeout_set_notready`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

Introduced: 8.5.201.04

If true, and if the agent does not accept or reject the callback preview invitation in time (defined in the `_agent_preview_timeout` option), the agent status changes to NOT_READY. Additionally, if you configured the `_agent_preview_set_notready_reason` option, this reason is used as the value of the ReasonCode extension of the EventAgentNotReady event that will be sent. If false (default), the agent status will not change.

`_agent_preview_via_rp`

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

If set to true, in an agent preview scenario, the call will be dialed from the route point specified by the `_route_point` option. Otherwise, the agent DN will make the call.

This option is mandatory.

`_agent_reject_retry_timeout`

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Time (in seconds) to wait after the agent rejects the service request prior to putting it back in the queue. While waiting, the callback status is set to QUEUED.

`_call_timeguard_timeout`

Default Value: 15000

Valid Values: integer

Changes Take Effect: Immediately

Time duration (ms) for CPD (Call Progress Detection) to wait for a response. Setting this value to a low value may result in incorrect call state being returned.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_calling_party_display_name

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Name to be displayed on the customer's device when the call arrives. This value will take effect only if you set up _calling_party_number.

_calling_party_number

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Number to be displayed (Caller ID) on the customer's device when the call arrives at the device

_cb_dim_channel

Default Value: WEB

Valid Values:

Changes Take Effect: Immediately

Callback origination channel that will be reported as part of the callback reporting. This option is generally applicable when one service is used for several channels.

_cpd_enable

Default Value: true

Valid Values: Boolean

Changes Take Effect: Immediately

Enables CPD. If this option is set to true, CPD will be performed on a callback made to the customer.

- If CPD results in a human or silence detection, the call will be routed to the agent.

- If a fax is detected, the call will be disconnected and marked complete.
- If an answering machine is detected, the answering machine treatment is played.

This option is mandatory.

_dial_retry_timeout

Default Value: 300

Valid Values: integer

Changes Take Effect: Immediately

Introduced: 8.5.106.16

Time to wait (seconds) between retries to reach the customer.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

_disposition_userevent_mediatype

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Media type for the agent disposition user event generated by the callback application. This option supports an integer value (ENUM) as per TLib specification for Media Types. This option is required when `_enable_disposition_dialog` is set to true.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

_enable_disposition_dialog

Default Value: false

Valid Values: boolean

Changes Take Effect: Immediately

If set to true, after a callback is completed (interaction deleted) agent is shown a dialog to specify the disposition of the call and schedule a retry as necessary.

This option is mandatory.

`_ixn_createcall_hints`

Default Value:

Valid Values: JSON-formatted string

Changes Take Effect: Immediately

Modified: 8.5.108.02

Set the hints parameter of the scxml `ixn:createcall` request for the outbound callback.

- In versions prior to 8.5.108.02, you can use this parameter to override the default CPD behavior and, in this scenario, the `_cpd_enable` flag is ignored.
- Starting in 8.5.108.02, you can use this parameter to merge the default CPD behavior and, in this scenario, the `_cpd_enable` flag is ignored. If you do not set this option, Callback adds the default value to the `_ixn_createcall_hints` parameter.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

The following CPD-related values are merged into the `_ixn_createcall_hints` option.

```
"cpd-record":"off"
```

```
"call_answer_type_recognition":"positive_am_detection"
```

```
"cpd-on-connect":"off"
```

```
"call_timeguard_timeout": "15000"
```

If any of these keys are set in the configured value of `_ixn_createcall_hints`, the configured value overrides the default values. The [OCS Option Descriptions](#) section of the **Outbound Contact 8.1 Deployment Guide** includes detailed information about these options.

`_ixn_createcall_timeout`

Default Value: 32

Valid Values: Integer

Changes Take Effect: Immediately

Timeout (in seconds) to wait for the interaction creation.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

This option is mandatory.

`_ixn_update_data_time_to_wait`

Default Value: 5

Valid Values: Integer

Changes Take Effect: Immediately

Introduced: 8.5.231.02

Time to wait in seconds to update interaction data. You can increase this value if callbacks get stuck due to data updates.

`_max_dial_attempts`

Default Value: 3

Valid Values: Integer

Changes Take Effect: Immediately

Maximum number of attempts to call the customer.

`_max_successful_customer_contacts`

Default Value: 'undefined'

Valid Values: Integer or 'undefined'

Changes Take Effect: Immediately

Introduced: 8.5.228.02

Maximum number of successful customer contacts. When this option is configured, if the customer abandons the call and if the count of successful customer contacts is greater than or equal to `_max_successful_customer_contacts`, GMS cancels the callback (COMPLETED, ABANDONED_IN_QUEUE), with no redial attempt.

`_on_user_confirm_timeout`

Default Value: CONNECT-ANYWAY

Valid Values: CONNECT-ANYWAY, CANCEL

Changes Take Effect: Immediately

Selects the action to perform if the user does not submit his or her confirmation in response to the push notification.

- CONNECT-ANYWAY will continue with the call.
- CANCEL cancels the service request.

`_plugin_on_dial_associate_ixn`

Default Value: true

Valid Values: Boolean

Changes Take Effect: Immediately

True to allow the ORS session executing the custom plugin to control the call (interaction). This enables the plugin to perform some advanced actions which require the session to be in control of the interaction.

Important

Applicable only if the `_plugin_on_dial_url` option is set.

`_plugin_on_dial_invoke_on_call_failed`

Default Value: true

Valid Values: Boolean

Changes Take Effect: Immediately

True to allow the custom plugin to be invoked even when the dialed call to the customer has failed by not being answered by a human.

Important

Applicable only if the `_plugin_on_dial_url` option is set.

_plugin_on_dial_timeout

Default Value: 120

Valid Values: integer

Changes Take Effect: Immediately

Maximum time limit (in seconds) for the plugin to send an asynchronous response to the GMS Callback Service.

_plugin_on_dial_url

Default Value:

Valid Values: String

Changes Take Effect: Immediately

URL of the SCXML custom plugin to execute various custom scenarios after a user terminated callback is dialed; these scenarios depend on the state of the call. By default, there is no value for this option and the plugin execution is disabled.

_prefix_dial_out

Default Value: 9

Valid Values: Integer

Changes Take Effect: Immediately

Prefix required to perform a user-terminated (outbound) call from the system.

_preview_userevent_mediatype

Default Value: 0

Valid Values: integer

Changes Take Effect: Immediately

Media type for the agent preview user event generated by the callback application. This option supports an integer value (ENUM) as per TLib specification for Media Types. This option is required when `_agent_preview_enable` is set to true.

Tip

This is an advanced parameter. To modify the value of an advanced parameter, you must enable **Advanced Parameters** in the Service Management UI.

`_route_point`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Route point from which the system can create a user-terminated (outbound) call.

This option is mandatory.

`_trunk_group`

Default Value:

Valid Values: routing_point

Changes Take Effect: Immediately

Introduced: 8.5.201.04

Trunk Group from which the system can create a user-terminated (outbound/inbound) call. If you configured `_agent_first_via_tg = true`, this option is mandatory.

`_userterminated_first_connect_party`

Default Value: CUSTOMER

Valid Values: CUSTOMER, AGENT

Changes Take Effect: Immediately

First party to connect when `_call_direction` is set to `USERTERMINATED`. Set this option to `CUSTOMER` to call the customer first; set this option to `AGENT` to call the agent first.

This option is mandatory.

`_vq_for_outbound_calls`

Default Value:

Valid Values: string

Changes Take Effect: Immediately

Virtual Queue (alias) to which the real call is momentarily queued. Setting this option allows reporting systems, which depend on Virtual Queue events, to gather all the required information related to outbound calls.