



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services

callback Section

4/17/2025

callback Section

- `_enable_gms_dfm`
- `_enable_in_queue_checking`
- `_enable_throttle_header_parameters`
- `_fetch_retry_attempt`
- `_fetch_retry_delay`
- `_fetch_timeout`
- `_services_credentials`
- `_throttle_callbacks_per_service_1`
- `_throttle_callbacks_per_service_2`
- `_throttle_customer_number_limit`
- `_throttle_request_parameters`
- `_throttle_request_parameters_limit`
- `_throttle_ttl_1`
- `_throttle_ttl_2`
- `callback_column_alias`
- `filter-keys`
- `log-background-activity`
- `max_queued_callbacks_per_service`
- `queue-polling-rate`
- `queue-polling-rate-recover`
- `returned-keys`

`_enable_gms_dfm`

Default Value: true

Valid Values: true, false

Changes Take Effect:

Enables using DFM. Set to false to enable Fetch/Session.

`_enable_in_queue_checking`

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Added in: 8.5.109.05

If true, prevents the callback creation if the same customer number has already two callbacks in the queue; if false, does not check whether the customer is already in queue when creating the callback. This option applies to both immediate and scheduled callbacks.

`_enable_throttle_header_parameters`

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.111.04

If true, applies the throttling to the header parameters that are configured in the `_throttle_request_parameters` option. You can configure two types of parameters in the `_throttle_request_parameters` option:

- Callback request body's parameters
- Callback request header's parameters. If the same parameter name exists in both header and body with different values, and if this option is true, the system applies the throttling to the header value and ignores the body value.

For example, let's consider `_throttle_request_parameters=_customer_number, user_id`, where `user_id` is a parameter passed in the Callback request header and where `_customer_number` is passed in the request as a body parameter. If `_enable_throttle_header_parameters=true`, by default, the system will allow a maximum of 6 immediate callback requests issued from the same `user_id` per day (24 hours). If set to false, there is no restriction for the callback requests issued from the same `user_id`.

`_fetch_retry_attempt`

Default Value: 3

Valid Values: Any positive integer

Changes Take Effect: Immediately

Defines the retry attempts for a Session/Fetch action.

`_fetch_retry_delay`

Default Value: 10

Valid Values: Any positive integer

Changes Take Effect: Immediately

The retry interval before a retry is made for the Session/Fetch.

`_fetch_timeout`

Default Value: 15

Valid Values: Any positive integer

Changes Take Effect: Immediately

Timeout interval (in seconds) at which GMS should verify if the fetch operation is timed out.

`_services_credentials`

Default Value: ""

Valid Values:

Changes Take Effect: Immediately

The credentials to be used for the Callback strategy.

`_throttle_callbacks_per_service_1`

Default Value: 500

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Specifies the maximum number of callbacks per service for the duration set in `_throttle_ttl_1`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_2` and `throttle_ttl_2`. Genesys recommends using these options to prevent a high rate of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

`_throttle_callbacks_per_service_2`

Default Value: 1000

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Specifies the maximum number of callbacks per service for the duration set in `_throttle_ttl_2`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_1` and `_throttle_ttl_1`. Genesys recommends using these options to prevent high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

`_throttle_customer_number_limit`

Default Value: 6

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 8.5.109.05

Discontinued: 8.5.110.07

Specifies the maximum number of **immediate** callback requests that a given customer number can request per day. You can set the list of parameters to apply this throttling in the option `_throttle_request_parameters`.

Starting in 8.5.110.07, this option is discontinued. Use option `_throttle_request_parameters_limit` instead.

`_throttle_request_parameters`

Default Value: `_customer_number`

Valid Values: String

Changes Take Effect: Immediately

Added in: 8.5.109.05

Specifies a comma-separated list of request parameters to which the `_throttle_customer_number_limit` option applies. For example, `_throttle_request_parameters=_customer_number, _target`

`_throttle_request_parameters_limit`

Default Value: 8

Valid Values: Integer

Changes Take Effect: Immediately

Introduced: 8.5.110.07

Modified: 8.5.111.08

Related Options: `_throttle_request_parameters`

Specifies the maximum number of immediate callback requests that a given customer number (or any other parameters configured in `_throttle_request_parameters`) can query per day. You can set the list of parameters to apply this throttling in the `_throttle_request_parameters` option.

`_throttle_ttl_1`

Default Value: 300

Valid Values: Any positive integer

Changes Take Effect: Immediately

Added in: 8.5.109.05

Specifies the duration in seconds used for the callbacks limit set in `_throttle_callbacks_per_service_1`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_2` and `_throttle_ttl_2`. Genesys recommends using these options to prevent high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

`_throttle_ttl_2`

Default Value: 3600

Valid Values: Any positive integer

Changes Take Effect: Immediately

Added in: 8.5.109.05

Specifies the duration in seconds used for the callbacks limit set in `_throttle_callbacks_per_service_2`. A second limitation can be introduced with the options `_throttle_callbacks_per_service_1` and `_throttle_ttl_1`. Genesys recommends using these options to prevent high rates of callback requests in a given period of time. For instance, to set a limit of 500 callbacks in 5 minutes, but not more than 1000 callbacks in 1 hour, use the following configuration:

```
_throttle_callbacks_per_service_1=500
_throttle_ttl_1=300
_throttle_callbacks_per_service_2=1000
_throttle_ttl_2=3600
```

`callback_column_alias`

Default Value: No default value

Valid Values: JSON-formatted string

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Defines a list of aliases for the custom parameters submitted in Callback queries. If the `disable_additional_columns_from_callbacks` option is false, the Callback UI will use these aliases as Display Names for the columns that display the custom parameters' values.

The list must match the following format: { "parameter_key1" : "parameter_alias1", "parameter_key2" : "parameter_alias2", ..., "parameter_keyN": "parameter_aliasN" }

`filter-keys`

Default Value:

`_callback_state, _callback_reason, _request_queue_time_stat, _request_ewt_service, _vq`

Valid Values: Comma-separated list of keys

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Defines a list of filtering keys that can be passed in the [Query Callback by Queues](#) query of the Callback API.

log-background-activity

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Set to true to provide more callback logs.

max_queued_callbacks_per_service

Default Value: 1000

Valid Values: Any integer

Changes Take Effect: Immediately

Added in 8.5.108.02

Maximum number of queued callbacks per service, if the option is not overridden in the callback service. Note that this option will not reject scheduled callbacks and applies only to immediate callbacks.

queue-polling-rate

Default Value: 60

Valid Values: Any positive integer

Changes Take Effect: Immediately

Polling interval (in seconds) at which GMS should verify if callbacks should be submitted for execution. In the case of an initial submission error, this interval impacts the occurrence of submission attempts.

queue-polling-rate-recover

Default Value: 3600

Valid Values: Any positive integer

Changes Take Effect: Immediately

Polling interval (in seconds) at which GMS should verify if **old** callbacks (with desired time past for more than 2 hours) should be pinged and possibly re-submitted for execution.

returned-keys

Default Value: _desired_time, _callback_state, _callback_state, _callback_reason, _ors_session_id

Valid Values: Comma-separated list of keys

Changes Take Effect: Immediately

Introduced: 8.5.111.04

Specifies a list of keys whose values must be returned when fetching callback records with the [Query Callback by Queues](#) or [Query by properties](#) queries of the Callback Services API.

Note that the following keys are always returned: `_id`, `_desired_time`, `_service_name`, `_callback_state`, `_expiration_time`, `_customer_number`, `_url`, `_callback_reason` (optional), in addition to the keys defined in the `_customer_lookup_keys` option.