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Stat Server

OCCExtension

4/7/2025

OCCExtension

This section is defined on the Options tab of the Stat Server Application object and has to be named OCCExtension. It is required for proper functioning of agent assignments in scenarios involving switchovers between a primary/backup Outbound Contact Server pair. OCC Extension supports the ability to reset agent assignments-related actions both by the explicit request from Outbound Contact Server and upon Outbound Contact Server disconnect.

- [assignment-reset-delay](#)
- [java-extension-jar](#)
- [print-level](#)

assignment-reset-delay

Default Value: 30000

Valid Values: Positive integer

Changes Take Effect: After restart

Dependencies: java-extension-jar = OCCStatExtension.jar

This option specifies the reset delay, in milliseconds, for agent assignments-related actions. The delay is applied upon an Outbound Contact Server disconnect or upon an Outbound Contact Server explicit request to reset these actions. Genesys recommends to keep this option at default value, unless explicitly instructed otherwise.

java-extension-jar

Default Value: OCCStatExtension.jar

Valid Values: OCCStatExtension.jar

Changes Take Effect: After restart

This mandatory option indicates that other parameters in this section are submitted to OCC Extension upon extension load.

print-level

Default Value: standard

Valid Values: debug, standard, or trace

Changes Take Effect: After restart

Dependencies: java-extension-jar = OCCStatExtension.jar

OCCExtension

This option sets the logging verbosity level of OCC Extension.