Multimedia 7.6

Reference Manual

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Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

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Table of Contents

Preface

Welcome to the *Multimedia 7.6 Reference Manual*. This document provides you with information on Multimedia 7.6 configuration options and on field codes used in standard responses.

Multimedia was known as Multi-Channel Routing in releases 7.0 and 7.1.

This manual is valid only for the 7.6 release(s) of this product.

Note: For versions of this document created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This chapter provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information:

Multimedia and the CIM Platform

Genesys Multimedia (formerly Multi-Channel Routing) is a cover term for Genesys components that work together to manage interactions whose media is something other than traditional telephonic voice (for example, e-mail or chat).

Multimedia includes some parts of the Genesys Customer Interaction Management (CIM) Platform, plus certain of the media channels that run on top of the Platform.

CIM Platform

The CIM Platform consists of the following:

- Management Framework
- Reporting (CC Analyzer, CCPulse+)
- Interaction Management, which in turn consists of:
  - Universal Routing
  - Interaction Workflow
  - Knowledge Management
  - Content Analysis
  - Universal Contact History

On top of the CIM Platform are various media channels. Some, such as Genesys Network Voice, handle traditional telephony. Others, such as Genesys E-mail, handle other media.

Multimedia

Multimedia, then, consists of the following:

- From the CIM Platform, all of Interaction Management except for Universal Routing:
  - Interaction Workflow—centralized handling of interactions irrespective of media type
  - Knowledge Management—creation and maintenance of standard responses and screening rules
  - Content Analysis—optional enhancement to Knowledge Management, applying natural language processing technology to categorize interactions
  - Universal Contact History—storage of data on contacts and on interactions (linked as threads)

  Universal Routing is not considered part of Multimedia because it deals with both traditional telephonic interactions and the nontraditional interactions that are handled in Multimedia.

- From the media channels, at least one of the following:
  - Genesys E-mail—e-mail
  - Genesys Web Media—chat
  - Genesys Open Media—ability to add customized support for other media (fax, for example)
- Optionally, Web Collaboration—the ability for agents and customers to co-browse (simultaneously navigate) shared web pages. This is an option that you can add to either Genesys Web Media or Inbound Voice.

See Figure 1.

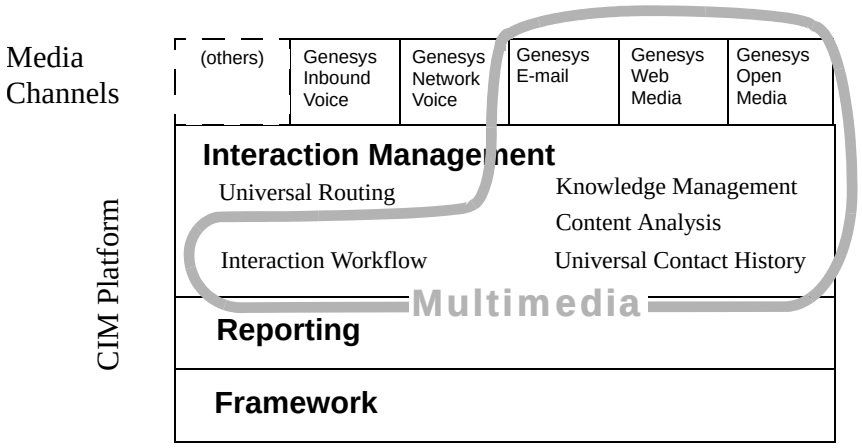

Figure 1: Multimedia in Relation to the CIM Platform and Media Channels

Note: Although Universal Routing is not considered part of Multimedia, any functioning solution (platform plus channels) that includes any part of the Interaction Management sector requires Universal Routing.

Licensing

Licensing requirements are:

- For each agent: one Multimedia Agent seat.
- For each media option: one media channel (E-mail and/or Web Media and/or custom media).
- For Genesys Content Analyzer: NLP Content Analysis license.

See also the *Genesys 7 Licensing Guide.*

Reporting

Reporting templates are available for Multimedia. For details see the *Reporting Technical Reference Guide for the Genesys 7.x Release.*

Intended Audience

This document, primarily intended for all users involved in setting up Genesys Multimedia, assumes that you have a basic understanding of:

- E-mail and web technology.
- Network design and operation.
- Your own network configurations.

You should also be familiar with:

- Genesys Framework architecture and functions.
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

Chapter Summaries

In addition to this preface, this document contains the following chapters and appendix:

- Chapter 1, “Configuration Options,” on page 15. This chapter provides information about setting options, and lists all configuration options for Multimedia.
- Chapter 2, “Field Codes in Standard Responses,” on page 113. This chapter provides information on field codes and their uses in standard responses.
- The appendix, “Retired Components and Options” on page 153. This appendix lists the configuration options retired in releases 7, 7.1, and 7.2.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

76mm_ref_01-2009_v7.6.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

Examples:

- Please consult the *Genesys 7 Migration Guide* for more information.
- *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
- Do *not* use this value for this option.
- The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like `teletype or typewriter text`, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

Examples:

- Select the `Show variables on screen` check box.
- Click the `Summation` button.
- In the `Properties` dialog box, enter the value for the host server in your environment.
- In the `Operand` text box, enter your formula.
- Click `OK` to exit the `Properties` dialog box.
- The following table presents the complete set of error messages T-Server® distributes in `EventError` events.
- If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

Example:

- Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from

installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

Consult these additional resources as necessary:

- *Multimedia 7.6 Deployment Guide*, which describes deployment procedures for all Multimedia components.
- *Multimedia 7.6 User's Guide*, which provides overall information and recommendations on the use and operation of Multimedia.
- *Multimedia 7.6 Universal Contact Server Manager Help*, which is a guide to the Universal Contact Server Manager user interface.
- *Multimedia 7.6 Knowledge Manager Help*, which is a guide to the Knowledge Manager user interface.
- *Multimedia 7.6 Web API Reference*, which is a Javadoc listing of classes, methods, fields, and constants of the Web API portion of the Web API Server component.
- *Multimedia 7.6 Web API Client Developer's Guide*, which describes the structure of the Web API, explains the Simple and Compound Samples, and describes procedures for customizing them.
- *Genesys 7 Events and Models Reference Manual*, which includes a set of basic interaction models, showing the components involved and the event messages sent among them. These models and events were formerly

presented in the *Open Media Interaction Models Reference Manual*. The request messages that were also described in that book are now documented in the API References of the Platform SDK.

- *Genesys Desktop 7.6 Deployment Guide*, which describes deployment procedures for the Genesys Desktop.
- *Genesys Desktop 7.6 Developer's Guide*, which describes customizing the Genesys Desktop.
- *Genesys Desktop 7.6 Agent Help*, which is a guide to the Genesys Agent Desktop.
- *Genesys Desktop 7.6 Supervisor's Help*, which is a guide to the Genesys Supervisor Desktop.
- *Universal Routing 7.6 Reference Manual*, which contains descriptions of all routing strategy objects, including those that are specific to Multimedia.
- *Universal Routing 7.5 Strategy Samples*, which describes the sample strategies supplied with Universal Routing.
- *Universal Routing 7.5 Business Process User's Guide*, which contains step-by-step instructions for using Interaction Routing Designer to design interaction workflows. It also describes the sample business processes supplied with Multimedia.
- *Universal Routing 7.6 Interaction Routing Designer Help*, which is a guide to Interaction Routing Designer, including the portion of it that designs interaction workflows and business processes for Multimedia.
- "Multimedia Log Events" in *Framework 7.6 Combined Log Events Help*, which is a comprehensive list and description of all events that may be recorded in logs.
- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.
- The *Genesys 7 Migration Guide*, also on the Genesys Documentation Library DVD, which contains a documented migration strategy for Genesys product releases 5.x and later. Contact Genesys Technical Support for additional information.
- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at `http://genesyslab.com/support`
- The documentation on the other three members of the Genesys Customer Interaction Platform: Universal Routing, Reporting, and Management Framework.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Systems and Databases*
- *Genesys Supported Media Interfaces*

Genesys product documentation is available on the:

- Genesys Technical Support website at http://genesyslab.com/support.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

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You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

Document Change History

This section lists topics that are new in the current release of this document, or that have changed significantly from the preceding release.

New in Version 7.6.1

The following topics have been added or significantly changed since the initial 7.6 release:

- "Universal Contact Server Proxy Options" on page 37 is new for the 7.6.1 release.
- "Interaction Server Proxy Options" on page 60 is new for the 7.6.1 release.
- For the 7.6.1 release, new options have been added for the Interaction Server DAP for Event Logger. Refer to Table 6 on page 40 for a list of these new options.
- The previously undocumented option `db-schema-name` has been documented for Universal Contact Server.

Chapter

1 Configuration Options

This chapter describes the configuration options for Multimedia and includes the following topics:

Note: The Application Cluster component has no configuration options, so it is not discussed in this chapter.

New in this 7.6.1 Release

Genesys has made the following changes to the configuration of Multimedia 7.6.1 components, compared to their 7.6.0 counterparts:

- For the UCS option `log-memory-usage`, the default value has been changed from `FALSE` to `TRUE`.
- For the UCS option `log-db-flow-rate`, the default value has been changed from `FALSE` to `TRUE`.
- A new option, `max-workbin-interactions`, has been added for Interaction Server.
- For the Interaction Server DAP, new sections and options have been added for Event Logger. For more information on Event Logger, refer to the *Multimedia 7.6 User's Guide*. The following sections and options have been added to the configuration of the Interaction Server DAP:
  - sections `esp-custom-data`, esp-service-data, and `itx-custom-data` have been added to provide the ability to define user data to be saved to the database.
  - section `event-filtering` has been added with the following new options:
    - `log-agent-activity`
    - `log-agent-state`
    - `log-esp-service`
    - `log-queue`
    - `log-strategy`
    - `log-userdata`
  - section `logger-settings` has been added with the following new options:
    - `batch-size`
    - `mandatory-logging`
    - `max-queue-size`
    - `storing-timeout`
- For Web Compound Samples, changed the applets-code-base option's default (and valid) values from `/CodeBase76` to `/CodeBase761`.
- Two new components have been added. The names of these new components are Universal Contact Server Proxy and Interaction Server Proxy.

Setting Options

Depending on the option and component, you configure options in various locations. You configure some on the `Options` tab in the `Properties` dialog box

of each application. You configure others on the Annex tab in the Properties dialog box for the applications, objects, and Tenants used by Multimedia.

To access the Annex tab on the Properties dialog box, make sure that the Annex tab is displayed:

1. In Configuration Manager, select Options from the View menu.
2. Make sure that the Show Annex tab in object properties check box is selected.

The following sections list all options for Multimedia. The same option can appear in the Properties dialog box of different configuration objects.

Common Log Options and Servers

The log section and its associated log options are common to all Genesys servers. Many of the default values for these options are standard. With the exception of the messagefile option, all servers specific to Multimedia 7.6 have the same log options and values. The common log options and values include:

- all = stdout
- buffering = false
- standard = stdout
- trace = stdout
- verbose = standard

All sections for components are listed in this chapter. However, for the log section, only the messagefile option is specifically mentioned for each server, because its value is unique to the server. For a detailed description of these options, see Chapter 2, “Common Log Options,” in the *Framework 7.6 Configuration Options Reference Manual.*

General Changes to Configuration Options

In Multimedia 7.6, a few options were added or changed. All additions or changes for each component are indicated in their tables and options in this chapter.

Previously, in Multi-Channel Routing 7.1, most of the option names were changed to lowercase letters and hyphens, to reflect standard-naming conventions for options in Genesys products.

Note: See the Appendix on page 153 for information about what options were retired in this release (or in Multimedia 7.2 or Multi-Channel Routing 7 and 7.1), and whether these options or their functionality were incorporated into other options.

Universal Contact Server Options

This section describes the configuration options for Universal Contact Server (UCS), a stand-alone application. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

UCS options are located in two places:

- On the `Options` tab of the `Properties` dialog box. Table 1 lists the sections and the options that belong in each section.
- In the Database Access Point (DAP) configuration object. In the DAP object, selecting the `JDBC Connection` option on the `General` tab displays a `JDBC Info` tab with these options. Table 2 on page 20 lists them.

  If the `JDBC Connection` is checked, this DAP specifies a JDBC type connection (for Java applications using JDBC). If it is not checked, the DAP is a regular DAP for an application using a DB Server application.

Note: The `main-db-pruning` and `archive-db-pruning` sections and their associated options do not appear in the UCS application template. When Universal Contact Server (UCS) Manager first connects to UCS, these sections and options are created automatically and appear in the `Annex` tab. If you have more than one tenant, these options include the tenant dbid. You configure the options in these sections only through UCS Manager. Do **not** modify them using Configuration Manager. Table 3 on page 21 lists these options.

Table 1: Universal Contact Server Configuration Options

Section	Option	New/Existing	See Page
Options Tab			
ports	ucsapi	Existing	Page 36
settings	allow-additional-column	Existing	Page 22
	allow-missing-index	Existing	Page 22
	archiving-nb-records-per-task	Existing	Page 22
	archiving-task-pool-size	Existing	Page 22
	convert-idn-to-unicode	New	Page 22
	enable-reporting	Existing	Page 23
	fieldcode-format-locale	Existing	Page 24
	hide-attached-data	Existing	Page 26
	log-db-flow-rate	Existing	Page 27
	log-memory-usage	Existing	Page 28
	max-select-count	Existing	Page 29
	openmedia-create-full-interaction	Existing	Page 29
	primary-attribute-lookup-strategy	Existing	Page 30
	replace-blank-fieldcode	New	Page 31
	reporting-interval	Existing	Page 31
	reporting-notifier-pool-size	Existing	Page 32
	reporting-event-queue-size	Existing	Page 32
	reporting-event-queue-size	Existing	Page 32
	retry-on-deadlock	Existing	Page 33
	srl-cache-load-attachment-summary	Existing	Page 34
	synchronize-cache	Existing	Page 34
	synchronize-contact-metadata-attributes	Existing	Page 34
	synchronize-ixn-attributes	Existing	Page 35
	synchronize-ixn-metadata-attributes	Existing	Page 35

Table 1: Universal Contact Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	third-party-max-queueing-time	Existing	Page 35
	third-party-pool-size	Existing	Page 35
	ucsapi-backlog	Existing	Page 36
	ucsapi-duplex-mode	Existing	Page 36
	ucsapi-loopback-timeout	Existing	Page 36
log	messagefile	Existing	Page 36

Table 2: UCS Configuration Options in DAP Object

Tab	Option	New/Existing	See Page
JDBC Info	Debug	Existing	Page 23
	QueryTimeout	Existing	Page 31
	Role	Existing	Page 33
Options tab, any section	connection-failed-retry	Existing	Page 22
	db-schema-name	Existing	Page 23
	inactive-scroll-timeout	Existing	Page 27
	inactive-txn-timeout	Existing	Page 27
	instance	Existing	Page 27
	interpret-prepared-statements	Existing	Page 27
	login-timeout	Existing	Page 28
	long-query-timeout	Existing	Page 28
	max-connections	Existing	Page 28
	max-idle-time	Existing	Page 29
	service	Existing	Page 34

Table 3: UCS Configuration Options in Annex Tab

Section	Option	New/Existing	See Page
main-db-pruning **Note:** Options listed in this section are set using UCS Manager. Do not change them using Configuration Manager. Doing so might cause consistency problems.	action	Existing	Page 21
	day-of-month	Existing	Page 23
	day-of-week	Existing	Page 23
	frequency	Existing	Page 26
	period	Existing	Page 30
	period-type	Existing	Page 30
	run-at	Existing	Page 33
	run-status	Existing	Page 33
archive-db-pruning **Note:** Options listed in this section are set using UCS Manager. Do not change them using Configuration Manager. Doing so might cause consistency problems.	day-of-month	Existing	Page 23
	day-of-week	Existing	Page 23
	frequency	Existing	Page 26
	period	Existing	Page 30
	period-type	Existing	Page 30
	run-at	Existing	Page 33
	run-status	Existing	Page 33

Option descriptions follow.

Note: If the default value of an option differs from that in the application template, consider the value in the template more accurate.

action

Default Value: `move-old-threads`
Valid Values: `move-old-threads, delete-old-threads`
Changes Take Effect: Immediately

Specifies the type of action to be performed when the pruning process runs.

- `delete-old-threads` specifies that UCS will delete old threads from the source database.
- `move-old-threads` specifies that UCS will delete old threads from the source database and copy them to the Archive database.

See the Note on page 18.

allow-additional-column

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Allows (`TRUE`) or prohibits (`FALSE`) Universal Contact Server to run with tables that have additional columns.

allow-missing-index

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Allows (`TRUE`) or prohibits (`FALSE`) Universal Contact Server to run with tables that have missing indexes.

archiving-nb-records-per-task

Default Value: **`1000`**
Valid Values: Any integer greater than `1`
Changes Take Effect: After restart

Specifies the number of rows that a task processes sequentially during an archiving or pruning database process. See the Note on page 18.

archiving-task-pool-size

Default Value: `4`
Valid Values: Any integer greater than `1`
Changes Take Effect: After restart

Specifies the default number of parallel or pruning tasks used to execute a database archiving process. See the Note on page 18.

connection-failed-retry

Default Value: `2`
Valid Values: Any integer greater than or equal to `0`
Changes Take Effect: After restart

Specifies the number of attempts to get a database connection when the connection is refused by the server hosting the database. This option applies only to MSSQL databases.

convert-idn-to-unicode

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

This option enables or disables the conversion from idn-encoded to unicode. If this option is set to `FALSE`, UCS works in compatibility mode, using the same behavior as previous versions of Multimedia.

If this option is set to TRUE, at the next startup after the option change:

- UCS converts all idn-encoded contact e-mail addresses in the database to unicode
- E-Mail Server Java reads the updated UCS option and converts all idn-encoded addresses to unicode
- UCS TT reads the updated UCS option and converts all contact e-mail addresses that are idn-encoded to unicode during the migration of contacts from 6.5.

If this option is changed from TRUE to FALSE, at the next startup after the option change, UCS converts contact e-mail addresses that are unicode to idn-encoded.

day-of-month

Default Value: 1
Valid Values: Any integer from 1-28
Changes Take Effect: Immediately

Specifies the day of the month to run the pruning process, if you set the value of the frequency option to monthly. See the Note on page 18.

day-of-week

Default Value: sunday
Valid Values: Any day of the week (not case sensitive)
Changes Take Effect: Immediately

Specifies the day of the week to run the process, if the you set the value of the frequency option to weekly. See the Note on page 18.

db-schema-name

Default Value: None
Valid Values: Any character string
Changes Take Effect: After restart

This option stores the name of the owner that created (is the owner of) the UCS database schema. This option is only used when UCS connects to an Oracle database using an account that is not the owner of the database schema.

Debug

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

Enables or disables the debugging information for the JDBC driver (console only). When enabled (value of true), debugging information is provided.

enable-reporting

Default Value: TRUE

Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Enables (`TRUE`) or disables (`FALSE`) the computing of UCS reporting metrics by Stat Server.

fieldcode-format-locale

Default Value: No default value
Valid Values: Any valid Java locale in the `language_COUNTRY` format
Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform.

Table 4 lists the available values for this option, in accordance with the IS0 639 and ISO 3166 standards. The value format is:

`<two letter code of ISO 639>_<two letter code of ISO 3166>`

Note: See `http://www.w3.org/WAI/ER/IG/ert/iso639.htm` and `http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.htm` for information on these standards.

Table 4: Values for fieldcode-format-locale Option

Value	Language/Country	Value	Language/Country
ar_AE	Arabic (United Arab Emirates)	es_PE	Spanish (Peru)
ar_BH	Arabic (Bahrain)	es_PR	Spanish (Puerto Rico)
ar_DZ	Arabic (Algeria)	es_PY	Spanish (Paraguay)
ar_EG	Arabic (Egypt)	es_SV	Spanish (El Salvador)
ar_IQ	Arabic (Iraq)	es_UY	Spanish (Uruguay)
ar_JO	Arabic (Jordan)	es_VE	Spanish (Venezuela)
ar_KW	Arabic (Kuwait)	et_EE	Estonian (Estonia)
ar_LB	Arabic (Lebanon)	fi_FI	Finnish (Finland)
ar_LY	Arabic (Libya)	fr_BE	French (Belgium)
ar_MA	Arabic (Morocco)	fr_CA	French (Canada)
ar_OM	Arabic (Oman)	fr_CH	French (Switzerland)
ar_QA	Arabic (Qatar)	fr_FR	French (France)

Table 4: Values for fieldcode-format-locale Option (Continued)

Value	Language/Country	Value	Language/Country
ar_SA	Arabic (Saudi Arabia)	fr_LU	French (Luxembourg)
ar_SD	Arabic (Sudan)	hi_IN	Hindi (India)
ar_SY	Arabic (Syria)	hr_HR	Croatian (Croatia)
ar_TN	Arabic (Tunisia)	hu_HU	Hungarian (Hungary)
ar_YE	Arabic (Yemen)	is_IS	Icelandic (Iceland)
be_BY	Byelorussian (Belarus)	it_CH	Italian (Switzerland)
bg_BG	Bulgarian (Bulgaria)	it_IT	Italian (Italy)
ca_ES	Catalan (Spain)	iw_IL	Hebrew (Israel)
cs_CZ	Czech (Czech Republic)	ja_JP	Japanese (Japan)
da_DK	Danish (Denmark)	ko_KR	Korean (South Korea)
de_AT	German (Austria)	lt_LT	Lithuanian (Lithuania)
de_CH	German (Switzerland)	lv_LV	Latvian/Lettish (Latvia)
de_DE	German (Germany)	mk_MK	Macedonian (Macedonia)
de_LU	German (Luxembourg)	nl_BE	Dutch (Belgium)
el_GR	Greek (Greece)	nl_NL	Dutch (Netherlands)
en_AU	English (Australia)	no_NO	Norwegian (Norway)
en_CA	English (Canada)	no_NO_NY	Nynorsk (Norway)
en_GB	English (United Kingdom)	pl_PL	Polish (Poland)
en_IE	English (Ireland)	pt_BR	Portuguese (Brazil)
en_IN	English (India)	pt_PT	Portuguese (Portugal)
en_NZ	English (New Zealand)	ro_RO	Romanian (Romania)
en_US	English (United States)	ru_RU	Russian (Russia)
en_ZA	English (South Africa)	sh_YU	Serbo-Croatian (Yugoslavia)
es_AR	Spanish (Argentina)	sk_SK	Slovak (Slovakia)
es_BO	Spanish (Bolivia)	sl_SI	Slovenian (Slovenia)
es_CL	Spanish (Chile)	sq_AL	Albanian (Albania)

Table 4: Values for fieldcode-format-locale Option (Continued)

Value	Language/Country	Value	Language/Country
es_CO	Spanish (Columbia)	sr_YU	Serbian (Yugoslavia)
es_CR	Spanish (Costa Rica)	sv_SE	Swedish (Sweden)
es_DO	Spanish (Dominican Republic)	th_TH	Thai (Thailand)
es_EC	Spanish (Ecuador)	th_TH_TH	Thai (Thailand, TH)
es_ES	Spanish (Spain)	tr_TR	Turkish (Turkey)
es_GT	Spanish (Guatemala)	uk_UA	Ukrainian (Ukraine)
es_HN	Spanish (Honduras)	zh_CN	Chinese (China)
es_MX	Spanish (Mexico)	zh_HK	Chinese (Hong Kong)
es_NI	Spanish (Nicaragua)	zh_TW	Chinese (Taiwan)
es_PA	Spanish (Panama)		

frequency

Default Value: `daily`
Valid Values: `hourly, daily, weekly, monthly`
Changes Take Effect: Immediately

Specifies the frequency to run the process. A value of:

- `hourly` means running the process once an hour.
- `daily` means running the pruning process once a day at the time you specify for the `run-at` option (see page 33).
- `weekly` means running the pruning process once a week on the day you specify for the `day-of-week` option (see page 23) and at the time you specify for the `run-at` option (see page 33).
- `monthly` means running the pruning process once a month on the day specified by the `day-of-month` option (see page 23) and at the time you specify for the `run-at` option (see page 33).

See the Note on page 18.

Note: The value for this option affects the `run-at` (see page 33) and `run-status` (see page 33) options.

hide-attached-data

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of `TRUE` prohibits printing.

Note: The default value was changed from `FALSE` to `TRUE` in the 7.1 release.

---

inactive-scroll-timeout

Default Value: `600`
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the maximum time in seconds that UCS keeps scroll results to this datasource before closing to release system resources. If set to `0` or less, the default value is used.

inactive-txn-timeout

Default Value: `3600`
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the maximum time in seconds that UCS keeps inactive transactions to this datasource before closing to release system resources. If set to `0` or less, the default value is used.

instance

Default Value: No default value
Valid Values: Any valid MSSQL instance name
Changes Take Effect: After restart

Specifies the name of the MSSQL (Microsoft SQL) instance that UCS looks to for the database. This database is the one entered in the `Database Name` field on the `DB Info` tab of the UCS DAP configuration objects. If the option does not exist, UCS looks for that database on the default MSSQL instance.

Note: For more information about UCS DAPs, see the *Multimedia 7.6 Deployment Guide.*

---

interpret-prepared-statements

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Enables or disables the interpretation of prepared SQL statement parameters in log messages. When disabled (value of `FALSE`), statement parameters appear with question marks in the requests. When enabled (value of `TRUE`), the real values of statement parameters appear in the requests.

log-db-flow-rate

Default Value: `TRUE`

Valid Values: TRUE, FALSE

Changes Take Effect: After next restart

Specifies whether or not to include the database flow rate in the log output. The database flow rate provides information about the following:

- the number of database operations processed per second
- the average connection wait time

To include the database flow rate in the logs, enter TRUE. To exclude the flow rate, enter FALSE.

Note: The default value of this option changed from FALSE to TRUE in the 7.6.1 release.

log-memory-usage

Default Value: TRUE
Valid Values: TRUE, FALSE
Changes Take Effect: After restart

Specifies whether the UCS log should include the memory usage that the Java Virtual Machine uses to run UCS Java code. A value of TRUE indicates that the UCS log includes such memory usage.

Notes: The memory usage is not the total for UCS, because it does not include the memory used by the Java Virtual Machine itself.

The default value of this option was changed from FALSE to TRUE in release 7.6.1

login-timeout

Default Value: 10
Valid Values: Any integer greater than or equal to 0
Changes Take Effect: After restart

Specifies the maximum time, in seconds, that this data source waits while attempting to connect to a database. A value of 0 means there is no timeout.

long-query-timeout

Default Value: 3600
Valid Values: Any integer greater than or equal to 0
Changes Take Effect: After restart

Specifies, in seconds, the query timeout used for some long running SQL requests.

max-connections

Default Value: 40
Valid Values: Any integer from 0–5000

Changes Take Effect: After restart

Specifies the maximum number of connections that Universal Contact Server can open simultaneously to this datasource. With a value of `0`, there is no limit to the number of connections.

Note: The default value was changed from `0` to `40` in the 7.1 release.

max-idle-time

Default Value: `310`
Valid Values: Any integer from `0`–`3600`
Changes Take Effect: After restart

Specifies the maximum time, in seconds, that Universal Contact Server retains idle connections to this datasource before it closes the connection and releases system resources. With a value of `0`, there is no time limit for Idle connections; once connections are opened they remain open. This option only applies to MSSQL and Oracle databases.

Note: The default value was changed from `0` to `310` in the 7.1 release.

max-select-count

Default Value: `2000`
Valid Values: Any integer greater than `1`
Changes Take Effect: After restart

Sets the maximum number of records that a user can select at one time using a `Find` request. This option prevents Universal Contact Server from receiving `OutOfMemoryError` exceptions in cases where a client asks for too many records.

Note: If you select a value lower than the default of `2000`, Universal Contact Server increases that value to the default level.

openmedia-create-full-interaction

Default Value: `FALSE`
Valid Values: `TRUE` or `FALSE`
Changes Take Effect: After next restart.

Enables (`TRUE`) or disables (`FALSE`) the creation of media-specific records for third-party media interactions submitted by the Open Media Service. If enabled, UCS creates both a generic Interaction record and an additional record specific to the media type supported by Open Media Service. If disabled, only the generic Interaction record is created.

To create the full media-specific interaction, complete the following steps:

1. Set this option, `openmedia-create-full-interaction`, to `TRUE`.

2. In the `Interaction` entity, set the `EntityTypeId` to the type of media supported by the Open Media Service. Valid values include:
   - `EmailIn = 0`
   - `EmailOut = 1`
   - `PhoneCall = 3`
   - `Chat = 2`
   - `Callback = 5`
3. Set all mandatory parameters related to the media type. For example:
   - For `EmailIn`, enter a valid string for the `Mailbox` parameter.
   - For `Callback`, enter valid integers for `DesiredResponseType` and `Attempts`, as well as valid strings for `StartTime` and `CustomerNumber`.

For more information about `Interaction` entities, see the *Multimedia 7.6 Selected Conceptual Data Models for the UCS Database*.

Note: This option applies to third-party media interactions only, not Genesys Multimedia interactions.

---

period

Default Value: `5`
Valid Values: Any integer from `1–9999`
Changes Take Effect: Immediately

Sets the time frame for pruning. See the Note on page 18.

For example, if `period = 6` and `period-type = days`, then the pruning process prunes all threads older than 6 days.

See also "period-type."

period-type

Default Value: `months`
Valid Values: `days, months, years`
Changes Take Effect: Immediately

Specifies the units to use when pruning. See the Note on page 18.

- A value of `days` specifies pruning threads older than *N* days, where *N* is specified by the `period` setting.
- A value of `months` (default) specifies pruning threads older than *N* months.
- A value of `years` specifies pruning threads older than *N* years.

Also see "period."

primary-attribute-lookup-strategy

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Controls the behavior of contact lookups performed using Genesys Agent Desktop or any other client using the AIL `ContactManager.SearchContact` method.

With a value of `TRUE`, if the search is specified as `contains` or `ends with`, UCS performs the lookup only on primary attributes (that is, on the `Contact` table instead of the `ContactAttribute` table). This improves lookup performance on databases containing large numbers of contacts.

With a value of `FALSE`, or if the search is specified as `begins with`, the behavior remains as it was before the addition of this option: UCS performs the contact lookup on all attributes in the `ContactAttribute` table.

QueryTimeout

Default Value: `0`
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the timeout (in seconds) that the driver waits for a SQL statement to execute. A value of `0` sets an infinite timeout causing the driver to wait indefinitely.

`Note`: The default value was changed from `60` to `0` in the 7.1 release. However, the recommended value is `120`.

---

replace-blank-fieldcode

Default Value: `FALSE`

Valid Values: `TRUE, FALSE`

Changes Take Effect: After restart

Specifies whether field code names will be displayed in a response where the field code does not have any content. If set to `TRUE`, this option applies to responses generated by desktops, but not to automated responses generated by E-mail Server Java (ACK, AutoResponse).

reporting-interval

Default Value: `00:00:30`
Valid Values: Any time period between `00:00:10` and `01:00:00` (10 seconds and 1 hour) in the `hh:mm:ss` format
Changes Take Effect: Immediately

Specifies the time interval that Universal Contact Server uses to publish its reporting metrics to Stat Server. The interval determines the frequency for sending data to the Stat Server `java` extension. It is not the interval for computing aggregations.

`Note`: A value less than `10` seconds automatically registers as `10` seconds. A value greater than `1` hour automatically registers as `1` hour.

---

reporting-notifier-pool-size

Default Value: 30
Valid Values: Any integer equal to or greater than 1
Changes Take Effect: At next restart

Specifies the number of threads dedicated to the processing of email statistics. The higher you set this maximum, the faster UCS can process its email statistics and deliver them to Stat Server. However, a larger thread-pool consumes a greater share of system resources. Keep this balance in mind when setting this option.

If you set this option to a value less than 1, UCS considers the setting invalid and instead uses the default value of 30.

Note: Genesys recommends you coordinate the settings for reporting-notifier-pool-size and reporting-event-queue-size. A larger queue size results in a greater volume of events dispatched to the thread pool, requiring that you set the reporting-notifier-pool-size to a higher number in order to maintain satisfactory performance. The default values (4000 for reporting-event-queue-size and 30 for reporting-notifier-pool-size) provide an optimal balance.

---

reporting-event-queue-size

Default Value: 4000
Valid Values: Any integer equal to or greater than 1
Changes Take Effect: At next restart

Specifies the maximum number of events held simultaneously in the events queue. These events are used to process the email statistics sent to Stat Server.

If the queue reaches the maximum that you set here, new events are forced to wait until a free space in the queue becomes available. This delay causes a slowdown in both the overall processing of events and in the corresponding initial database requests. A higher maximum can minimize these slowdowns. However, a larger queue consumes a greater share of system resources. Keep this balance in mind when setting this option.

If you set this option to a value less than 1, UCS considers the setting invalid and instead uses the default value of 4000.

Note: Genesys recommends that you coordinate the settings for reporting-event-queue-size and reporting-notifier-pool-size. A larger queue size results in a greater volume of events dispatched to the thread pool, requiring that you set the reporting-notifier-pool-size to a higher number in order to maintain satisfactory performance. The default values (4000 for reporting-event-queue-size and 30 for reporting-notifier-pool-size) provide an optimal balance.

---

retry-on-deadlock

Default Value: `2`
Valid Values: Any integer equal to or greater than `0`
Changes Take Effect: After restart

Specifies the number of retry attempts after an SQL request has failed due to a database deadlock.

Role

Default Value: `Main`
Valid Values: `Main, Archive`
Changes Take Effect: After restart

Specifies the role of the DAP. If there is only one DAP, you must set the value to `Main` on the `JDBC Info` tab of the DAP object. An additional DAP is not required.

With a second DAP, set the value for this option on the `JDBC Info` tab to `Archive` for this second DAP object.

Note: If the `JDBC Info` tab does not appear in the DAP object, select the `JDBC Connection` check box on the `General` tab.

---

run-at

Default Value: `00:00`
Valid Values: Any time period in the `hh:mm` format (the 24-hour format)
Changes Take Effect: Immediately

Specifies that the pruning process is to run at this time, according to the interval specified by the `frequency` option (page 26). See the Note on page 18.

Also see "run-status."

run-status

Default Value: `off`
Valid Values: `on, off`
Changes Take Effect: Immediately

Turns the pruning process on and off.

With a value of `on`, the pruning process runs at the time set by the `run-at` option, according to the interval specified by the `frequency` option (page 26). See the Note on page 18.

Also see "run-at."

service

Default Value: No default value
Valid Values: Any valid service name
Changes Take Effect: After restart

Specifies the network service name of a database. See the `service_names` parameter in the init.ora (or init<dbName>.ora) file. If the service name is specified, the service name replaces the database name. This option applies only to Oracle databases.

srl-cache-load-attachment-summary

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Enables (`TRUE`) or disables (`FALSE`) the Desktop (through AIL) to know immediately which StandardResponses have an associated Attachment (attached files).

synchronize-cache

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next synchronization attempt

Enables (`TRUE`) or disables (`FALSE`) the synchronization of the UCS internal memory cache with database records contained in the Contact and Interaction metadata tables:

- `ContactAttributeMetaData`
- `IxnAttributeMetaData`

To ensure that the UCS memory cache remains synchronized with the Configuration Server, Genesys recommends that you keep all of the following synchronization options set to the default of `TRUE`:

- `synchronize-cache`
- `synchronize-contact-metadata-attributes, page 34`
- `synchronize-ixn-metadata-attributes, page 35`

synchronize-contact-metadata-attributes

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next synchronization attempt

Enables (`TRUE`) or disables (`FALSE`) the synchronization of Contact records in the UCS database with the Configuration Server. If enabled, synchronization occurs on a regular basis. Reasons to disable synchronization include:

- Reduces unnecessary consumption of time and resources in cases where no changes have been made to any of the Contact attributes.
- Reduces complexity in the log output.

Note: This synchronization process works in one direction only—from Configuration Server to UCS. Data changes in UCS are not synchronized to Configuration Server.

synchronize-ixn-attributes

Default Value: TRUE
Valid Values: TRUE, FALSE
Changes Take Effect: At the next restart

Enables (TRUE) or disables (FALSE) synchronization of Interaction attributes with user data when updating or inserting interactions into the UCS database.

synchronize-ixn-metadata-attributes

Default Value: TRUE
Valid Values: TRUE, FALSE

Changes Take Effect: At the next synchronization attempt

Enables (TRUE) or disables (FALSE) the synchronization of Interaction records in the UCS database with the Configuration Server. If enabled, synchronization occurs on a regular basis. Reasons to disable synchronization include:

- Reduces unnecessary consumption of time and resources in cases where no changes have been made to any of the Interaction attributes.
- Reduces complexity in the log output.

Note: This synchronization process works in one direction only—from Configuration Server to UCS. Data changes in UCS are not synchronized to Configuration Server.

third-party-max-queueing-time

Default Value: 15000
Valid Values: Any integer greater than 0
Changes Take Effect: After restart

Specifies the maximum time (in milliseconds) that third-party requests from Interaction Server wait in the Universal Contact Server queue before they are considered too old and are rejected. These requests are related to routing blocks that UCS implements, such as StopProcessing.

third-party-pool-size

Default Value: 10
Valid Values: Any integer greater than 1
Changes Take Effect: After restart

Specifies the maximum size of the thread pool used to process third-party protocol requests. This is also the maximum number of simultaneous connections that Universal Contact Server accepts.

ucsapi

Default Value: No default value
Valid Values: Any valid and available port number (TCP/IP) greater than `0`
Changes Take Effect: After restart

Specifies the port used for the RMI (Remote Method Invocation) connection to the Universal Contact Server API. This port must be different from the standard server port, used to "listen" for third-party protocol connections.

ucsapi-backlog

Default Value: `0`
Valid Values: Any integer greater than `0`
Changes Take Effect: After restart

Specifies the maximum length of the queue of incoming socket connections. A value of `0` means the Operating System chooses the appropriate value.

ucsapi-duplex-mode

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Enables (`TRUE`) or disables (`FALSE`) the communication between UCS and its clients in duplex mode. Duplex mode allows bidirectional communication between UCS and its clients through firewalls or NAT routers. Usually, this mode can be enabled/disabled for every single client using a client specific option. Duplex mode must be enabled both on UCS and on the client for the duplex mode to be used.

ucsapi-loopback-timeout

Default Value: `10000`
Valid Values: Any integer greater than `0`

Changes Take Effect: After next restart

Set the maximum length of time, in milliseconds, that UCS will wait for the client to establish a callback socket during duplex mode communication. For more information about duplex mode, see `ucsapi-duplex-mode`.

Log Options

Except for the `messagefile` option, all log options for Universal Contact Server are identical to those for other servers specific to Multimedia 7.6. See "Common Log Options and Servers" on page 17 for a list of these options.

For Universal Contact Server, the value for the `messagefile` option is `ContactServer.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Universal Contact Server Proxy Options

This section describes the configuration options for Universal Contact Server Proxy (UCS Proxy), a new application for release 7.6.1. Use Configuration Manager to view or change these options. See page 14 for information on accessing configuration options. The only options to be configured for UCS Proxy are in the `log` section. Except for the `messagefile` option, all log options for Universal Contact Server Proxy are identical to those for other servers specific to Multimedia 7.6. See "Common Log Options and Servers" on page 17 for a list of these options.

For Universal Contact Server Proxy, the value for the `messagefile` option is `ucs_proxy.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Interaction Server Options

This section describes the configuration options for Interaction Server. Interaction Server options are on the `Options` tab of the `Properties` dialog box for the Interaction Server Application object. You can also configure options in the `<Interaction Server>` section on the `Annex` tab for the Universal Routing Server Application object, and the `default` and `<Universal Routing Server>` sections of the `Annex` tab for the Strategy object.

Table 5 lists the sections/options on the `Options` tab of the `Properties` dialog box for the Interaction Server object and the `Annex` tab of other objects that affect Interaction Server.

Table 5: Interaction Server Configuration Options

Section	Option	New/Existing	See Page
Options Tab			
agent-reservation	reject-subsequent-request	Existing	Page 57
	request-collection-time	Existing	Page 57
	reservation-time	Existing	Page 57
license	ics_custom_media_channel	Existing	Page 47
	ics_email_webform_channel	Existing	Page 48
	ics_live_web_channel	Existing	Page 48
	ics_multi_media_agent_seat	Existing	Page 49

Table 5: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
license (continued)	license-file	Existing	Page 50
log	messagefile	Existing	Page 59
log-control	mandatory-keys-to-log	Existing	Page 51
	max-key-value-list-size	Existing	Page 52
	max-protocol-attribute-size	Existing	Page 52
	max-protocol-message-size	Existing	Page 53
log-filter	default-filter-type	Existing	Page 43
log-filter-data	**Note**: For this section, you can add custom options for any key-value-pair that you want to always hide or show in the log output. These individual custom settings override the default set in the log-filter section. Options include: • skip • hide • copy	Existing	N/A
reporting-extensions	interactions	Existing	Page 49
settings	allow-duplicates-in-change	Existing	Page 43
	allow-duplicates-in-submit	Existing	Page 43
	default-max-submission-rate	Existing	Page 44
	default-max-submitted-per-strategy	Existing	Page 45
	default-max-submitted-per-router	Existing	Page 44
	default-view-freeze-interval	Existing	Page 45
	delay-updates	Existing	Page 45
	delivering-timeout	Existing	Page 45
	handling-timeout	Existing	Page 46
	hide-attached-data	Existing	Page 47

Table 5: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	high-pull-threshold	Existing	Page 47
	ignore-read-only-on-change	Existing	Page 49
	ignore-read-only-on-submit	Existing	Page 49
	low-pull-threshold	Existing	Page 51
	max-interactions-per-pull	Existing	Page 52
	max-interactions-per-snapshot	Existing	Page 52
	max-number-of-snapshots	Existing	Page 52
	max-workbin-interactions	New	Page 56
	not-ready-on-invitation-timeout	Existing	Page 56
	registration-timeout	Existing	Page 57
	routing-timeout	Existing	Page 58
	statistic-interval	Existing	Page 58
	submit-timer-interval	Existing	Page 58
	third-party-server-queue-size	Existing	Page 58
	third-party-server-timeout	Existing	Page 59
	third-party-server-window-size	Existing	Page 59
Annex Tab (Universal Routing Server Application Object)			
<Interaction Server>	max-submitted-interactions	Existing	Page 54
	max-submission-rate	Existing	Page 53
Annex Tab (Strategy Object)			
default	max-submitted-interactions	Existing	Page 54
<Universal Routing Server name>	*<Interaction Server Name>*.max-submitted-interactions	Existing	Page 55
Annex Tab (of any Interaction Queue View object in the Resources > Scripts folder)			
View	freeze-interval	Existing	Page 46

Table 6: Interaction Server Configuration Options in DAP Object[a]

Section	Option	New/Existing	See Page
esp-custom-data	<user data attribute name>	New	Page 41
esp-service-data	<parameter name>	New	Page 40
event-filtering	log-agent-activity	New	Page 50
	log-agent-state	New	Page 50
	log-esp-service	New	Page 50
event-filtering (continued)	log-queue	New	Page 50
	log-strategy	New	Page 51
	log-userdata	New	Page 51
itx-custom-data	<user data attribute name>	New	Page 42
logger-settings	batch-size	New	Page 43
	mandatory-logging	New	Page 52
	max-queue-size	New	Page 53
	storing-timeout	New	Page 58

a. The Interaction Server DAP options are for Event Logger, which is new in Multimedia 7.6.1. For more information on Event Logger, including deployment procedures, refer to the “Event Logger” section in the “Interaction Server: Advanced Topics” section of the “Ongoing Administration and Other Topics” chapter of the Multimedia 7.6 User’s Guide.

Note: Additional Interaction Server options can be configured on the Annex tab of any Interaction Queue View object (in the Resources > Scripts folder). Refer to the “Creating Business Process Objects” chapter of the *Universal Routing 7.6 Business Process User’s Guide* for more information.

Option descriptions follow.

Note: If the default value of an option differs from that in the application template, consider the value in the template more accurate.

<parameter name> (esp-service-data)

Default value: None

Valid Values: `field-name;type;length`

Changes Take Effect: After restart of Interaction Server

The esp-service-data section of the DAP object specifies the list of keys for ESP service that are to be stored into the separate fields of the Event Logger database (table rpt_esp). For each parameter name, specify the database field name, its type, and its length. Event Logger will map values of these keys from each esp-related event (envelope/Parameters) to the appropriate database field. Each parameter should be defined as a separate option. The option value is defined in the format:

`<field-name>;<type>;<length>`

`<parameter name>` – specifies the parameter name that should be stored in the database in the specified separate field.

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

`type` – specifies the database field type (case sensitive). This parameter is optional. If absent, the field type defaults to `string`. The following types may be defined:

- `string`. Field type is varchar.
- `integer`. Field type is numeric.
- `timestamp`. Field type is timestamp.

`length` – length of the field. This parameter is optional and will be inferred from the field type. For `string` type this parameter defaults to `64`.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

<user data attribute name> (esp-custom-data section)

Default value: None

Valid Values: `field-name;type;length`

Changes Take Effect: After restart of Interaction Server

The `esp-custom-data` section of the DAP object specifies the list of user data keys that are to be stored into the separate fields of the Event Logger database (table `rpt_esp`). For each user data key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each esp-related event to the appropriate database field. The option name <user data attribute name> specifies the user data key name that should be stored in the database in the specified separate field. Each user data attribute should be defined as a separate option. The option value is defined in the format:

`<field-name>;<type>;<length>`

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

type – specifies the database field type (case sensitive). This parameter is optional, if absent, the field type defaults to string. The following types may be defined:

- string. Field type is varchar.
- integer. Field type is numeric.
- timestamp. Field type is timestamp.

length – length of the field. This parameter is optional and will be inferred from the field type. For string type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

<user data attribute name> (itx-custom-data section)

Default value: None
Valid Values: field-name;type;length
Changes Take Effect: After restart of Interaction Server

The itx-custom-data section of the DAP object specifies the list of user data keys that are to be stored into the separate fields of the Event Logger database (table rpt_interaction). For each user data key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each interaction-related event to the appropriate database field. The option name <user data attribute name> specifies the user data key name that should be stored in the database in the specified separate field. Each user data attribute should be defined as a separate option. The option value is defined in the format:

<field-name>;<type>;<length>

field-name – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

type – specifies the database field type (case sensitive). This parameter is optional, if absent, the field type defaults to string. The following types may be defined:

- string. Field type is varchar.
- integer. Field type is numeric.
- timestamp. Field type is timestamp.

length – length of the field. This parameter is optional and will be inferred from the field type. For string type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

allow-duplicates-in-change

Default Value: `true` (allow duplicates)
Valid Values: `true, false, yes, no`
Changes Take Effect: Immediately

Specifies whether the server should allow duplicated interaction properties in `RequestChangeProperties` (or `RequestUpdateUserData` from Universal Routing Server). If set to `false`, the server rejects any request that contains duplicated properties. If set to `true`, Interaction Server allows duplicated properties, but accepts only the last value into the account; all other values are ignored.

allow-duplicates-in-submit

Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: Immediately

Specifies whether the server should allow duplicate interaction properties in `RequestSubmit`. With a value of `true or yes`, duplicate properties are allowed but Interaction Server takes only the last value. With a value of `false or no`, Interaction Server rejects any interaction submission from a media server or an agent application that contains duplicate properties.

batch-size

Default Value: `500`
Valid Values: `1—5000`
Changes Take Effect: Immediately

Defines how many records (or events) will be stored in internal memory before flushing to the database. For database performance, bulk operations are more efficient than record operation. Changing this parameter defines the size of the bulk for database operation.

default-filter-type

Default Value: `copy`

Valid Values: `skip, hide, copy`
Changes Take Effect: Immediately, applies to all new reporting events

Sets the default for filtering the output of user data keys to the Interaction server log. You can set the default filter to one of three values:

- `skip`—does not output key-value pair from user data
- `hide`—hides the value of the key
- `copy`—prints both the key and its value

This default filter applies to all user data keys—except any individual key in the `log-filter-data` section, which you custom-define to always hide or show in the log output, regardless of the default filter type.

Note: To process the `log-filter` and `log-filter-data` sections, you must set `hide-attached-data` to `false`. Both the `hide-attached-data` and `mandatory-keys-to-log` options override the `log-filter` and `log-filter-data` sections

If you set `hide-attached-data` to `true`, then the filters established in `log-filter-data` are ignored, and the only attached data printed to the output log are those keys specified in `mandatory-keys-to log`.

default-max-submission-rate

Default Value: `10/second`

Valid Values: Any number/interval combination, where the number can be `0` or greater and the interval can be `second, minute, or hour`

Changes Take Effect: Immediately

Specifies the submission rate of interactions to Universal Routing Server. If no interval is specified, Interaction Server assumes the interval is the `second` interval. The value of the Universal Routing Server (URS) option `max-submission-rate` (see page 53) overrides the value of this option.

Value examples include:`10/second, 25/minute, 1/hour, 1000/hour`. A value of `0` disables submissions to URS; the maximum value is `1000/second`.

See Figure 2 on page 56 for a diagram of the interaction-submission process.

Note: This option specifies only the submission rate. It does not specify the interval between submissions.

default-max-submitted-per-router

Default Value: `1000`

Valid Values: Any integer from `1`–`50,000`

Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted at one time to Universal Routing Server. The value of the option `max-submitted-interactions` in the `<Interaction Server>` section of the Universal Routing Server configuration object overrides this value for this particular Interaction Server.

See also “max-submitted-interactions (of the URS object)” on page 54 and Figure 2 on page 56 for a diagram of the interaction-submission process.

Note: You can configure multiple Interaction Servers. If you do, the Universal Routing Server configuration object may include a section for each Interaction Server in the Annex tab. This means that the value specified in the max-submitted-interactions option within each <Interaction Server> section overrides the corresponding value of default-max-submitted-per-router for the associated Interaction Server object.

default-max-submitted-per-strategy

Default Value: 1000
Valid Values: Any integer from 1–50,000
Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted to Universal Routing Server (URS) per strategy. The Strategy object for a particular strategy loaded on a particular URS can override the value for this option.

See max-submitted-interactions (of the Strategy object) on page 54, <Interaction Server>.max-submitted-interactions on page 55, and also see Figure 2 on page 56 for a diagram of the interaction-submission process.

Note: The default value of this option changed from 200 to 1000 in the 7.5 release.

default-view-freeze-interval

Default Value: 300
Valid Values: Any integer from 0 (min) to 3600 (1 hour, max)
Changes Take Effect: As soon as the current freeze interval for a given view expires

Specifies the length of time, in seconds, that the Interaction Server suspends database checks for views that do not have any interactions.

delay-updates

Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: Immediately, for new interactions or for interactions pulled from the database. Ignored for active interactions (those being handled by an agent or router).

Specifies that Interaction Server should not flush updates of interaction properties into the database each time it processes RequestChangeProperties, but should instead flush all the updates at once when the interaction is placed into a queue or workbin.

delivering-timeout

Default Value: 30
Valid Values: Any integer from 10–300 (5 minutes)

Changes Take Effect: Immediately

Specifies the timeout (in seconds) for an agent to accept an interaction that is being delivered to him or her. If the agent does not respond before the timeout expires, the interaction is revoked and returned to the queue from which it was taken by Universal Routing Server.

Note: Value changes do not affect interactions that are already being delivered.

---

freeze-interval (of the Interaction Queue View object)

Default Value: N/A
Valid Values: Any integer from `0` (min) to `3600` (1 hour, max)
Changes Take Effect: As soon as the current freeze interval for a given view expires

Specifies the length of time, in seconds, that Interaction Server suspends database checks for a particular view when it has no interactions. If this option exists in the `View` section on the `Annex` tab of any `Interaction Queue View` object, its value overrides the value specified by the `default-view-freeze-interval` option (see page 45) for this particular view only.

Note: If a particular view contains a time-sensitive condition, you may want to set the `freeze-interval` option to a value *less* than the value of the `default-view-freeze-interval`. This ensures that interactions visible through the view will appear as per the specified time condition, even though no new interactions are placed into the underlying queue.

For example, if you set the `_age` condition so that the view only shows interactions that are 1 hour old, but the freeze-interval is set to 600 seconds (10 minutes), then a new interaction may have to wait a maximum of 10 additional minutes after meeting the 1-hour time condition before it appears in the view. To reduce this possible lag time, set the `freeze-interval` to a smaller number: 5 seconds, for example.

---

handling-timeout

Default Value: `180`
Valid Values: Any integer from `20`–`1440` (24 hours)
Changes Take Effect: Immediately

Specifies the handling timeout (in minutes) for any interaction. If no requests are received from an agent who handles the interaction during this time interval, the agent application is considered inactive and the interaction is revoked and returned to the queue.

Note: Value changes do not affect interactions that are already being handled.

---

hide-attached-data

Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of `true` or `yes` prohibits the printing.

high-pull-threshold

Default Value: `200`
Valid Values: From `50` (min) to `1000` (max)
Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server tries to cache for a view when it checks for more interactions in the database.

Interaction Server enforces a difference of at least 50 interactions between the `high-pull-threshold` and the corresponding `low-pull-threshold`. If you set the `high-pull-threshold` to within 50 interactions of the low-pull value, then Interaction Server automatically decreases the low-pull value until the difference of 50 is reached. For example, if you assign the `high-pull-threshold` to a value of `56`, while the `low-pull-threshold` is already set to `17`, then Interaction Server decreases the low-pull value to `6`. You can see this change reflected in the output log.

Note: Threshold changes to enforce the 50-interaction difference in high and low values do *not* show up in Configuration Manager. These are working values only. Check the logs for definitive values.

---

ics_custom_media_channel

Default Value: `0`
Valid Values: Any positive integer up to the number of licenses for the feature in the license file
Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support OpenMedia capabilities. Each login at a place uses one license per media type, not including e-mail and Chat. E-mail and chat are not considered custom media and have their own options, ics_email_webform_channel and ics_live_web_channel respectively.

When determining how many licenses you need for agent and supervisor logins, use the following example as a guide.

Media and Licensing Example

An agent logs in to a place that supports e-mail, chat, fax, and alert medias. In this case, the agent needs the following licenses:

- one from `ics_email_webform_channel` for e-mail

- one from `ics_live_web_channel` for chat
- one from `ics_multi_media_agent_seat` for the agent
- two from `ics_custom_media_channel` for the fax and alert medias

If you have 10 agents with identical media needs, you need 10 licenses each of the first three items, e-mail, chat, and agent seat. You also need 20 licenses for the other two medias.

If you have a supervisor, who does not handle customer interactions, you need to allocate an extra seat license (`ics_multi_media_agent_seat`).

Note: If fewer licenses are available than the number of agents currently logged in after the value changes, Interaction Server automatically logs out the extra agents.

If there is no option or the value is set to `0`, no licenses are checked out for this feature.

To use the maximum number of available licenses, set the value to a number equal to or greater than the numbering of licenses for this feature in the license file.

ics_email_webform_channel

Default Value: `0`
Valid Values: Any positive integer up to the number of licenses for the feature in the license file
Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support e-mail capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_live_web_channel

Default Value: `0`
Valid Values: Any positive integer up to the number of licenses for the feature in the license file
Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support chat capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_multi_media_agent_seat

Default Value: `0`
Valid Values: Any positive integer up to the number of licenses for the feature in the license file
Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license. This limits the total number of places that can be logged in, even without a media type. Each login at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ignore-read-only-on-change

Default Value: `false`
Valid Values: `true, false, yes, no`
Changes Take Effect: Immediately

Specifies whether Interaction Server should ignore read-only properties in RequestChangeProperties. If set to `true` or `yes`, Interaction Server accepts RequestChangeProperties with read-only properties specified in the user data, but ignores the values of those properties. If set to `false` or `no`, Interaction Server generates an error and rejects the RequestChangeProperties that have read-only properties in the user data.

ignore-read-only-on-submit

Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: Immediately

Specifies whether Interaction Server should ignore read-only properties in interaction submission requests (`RequestSubmit`). If set to `true` or `yes`, Interaction Server allows submission requests with read-only properties, specified in the user data, but ignores the values of those properties. If set to `false` or `no`, Interaction Server generates an error and rejects the submission requests that have read-only properties in the user data.

interactions

Default Value: `enable:all`

Valid Values:
`enable:all[:url]`
`disable:all[:url]`
`enable:<Stat Server name>[:url]`
`disable:<Stat Server name>[:url]`

Changes Take Effect: Immediately

Describes the statistic extension that receives the interactions-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately.

Statistic data can be sent to all Stat Servers defined on the `Connections` tab of the Interaction Server object, or to the Stat Server specified in this option value. The `url` portion specifies the extension URL (default value is `eServiceInteractionStat.jar`).

The enable or disable portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server.

The default value `enable:all` means that the data is sent to all Stat Servers on the `Connections` tab of the Interaction Server object.

license-file

Default Value: No default value
Valid Values: Any valid port address in the format,
`<your_license_server_port>@<your_license_server_host>`
or the full path to the license file
Changes Take Effect: After restart

Specifies the location of the license file.

log-agent-activity

Default Value: `true`
Valid Values: `true, false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `agent activity`. All events defined at this group level will be skipped.

log-agent-state

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `agent state`. All events defined at this group level will be skipped.

log-esp-service

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `esp service`. All events defined at this group level will be skipped.

log-queue

Default Value: `true`
Valid Values: `true, false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `queue`. All events defined at this group level will be skipped.

log-strategy

Default Value: `true`
Valid Values: `true, false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `strategy`. All events defined at this group level will be skipped.

log-userdata

Default Value: `true`
Valid Values: `true, false`

Changes Take Effect: Immediately

Setting this option to `false` means that for each interaction activity reporting event, customer defined user data will not be stored.

low-pull-threshold

Default Value: `50`
Valid Values: From `0` (min) to `500` (max)
Changes Take Effect: Immediately

Specifies the number of interactions cached for any view that triggers Interaction Server to check for more interactions in the database.

Interaction Server enforces a difference of at least 50 interactions between the `low-pull-threshold` and the corresponding `high-pull-threshold`. If you update the `low-pull-threshold` to within 50 interactions of the high-pull value, then Interaction Server automatically increases the high-pull value until the difference of 50 is reached. For example, if you assign the `low-pull-threshold` to a value of `31`, while the `high-pull-threshold` is already set to `56`, then Interaction Server increases the high-pull value to `81`. You can see this change reflected in the output log.

Note: Threshold changes to enforce the 50-interaction difference in high and low values do *not* show up in Configuration Manager. These are working values only. Check the logs for definitive values.

---

mandatory-keys-to-log

Default Value: No default value
Valid Values: Any valid key name(s) separated by ‘, ’
Changes Take Effect: Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the `hide-attached-data` option.

mandatory-logging

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

Determines how Interaction Server behaves if the Event Logger database is unavailable. If set to `true` and logger cannot store data to the database for any reason, Interaction Server will stop interaction processing and will wait until the database is available. If set to `false` and the database is unavailable, Interaction Server will not use this logger and will continue processing.

max-interactions-per-pull

Default Value: `100`
Valid Values: Any integer from `1`–`1000`
Changes Take Effect: Immediately

Specifies the maximum number of interactions an agent can pull in a single pull operation.

max-interactions-per-snapshot

Default Value: `500`
Valid Values: Any integer from `100`–`2000`
Changes Take Effect: Immediately

Specifies the maximum number of interactions that clients can select in a snapshot.

Note: Value changes do not affect snapshots already taken.

---

max-key-value-list-size

Default Value: `16384` (16 x 1024)
Valid Values: Any integer from `2048`–`524288` (2 x 1024–512 x 1024)
Changes Take Effect: Immediately

Specifies the maximum size, in bytes, of the key-value list Interaction Server logs. If any portion of the key-values list in the protocol message is larger, none of the key-value list content is logged.

max-number-of-snapshots

Default Value: `2000`
Valid Values: Any integer from `0`–`10,000`
Changes Take Effect: Immediately

Specifies the maximum number of snapshots that can be active (taken and not yet released) at any given moment for Interaction Server as a whole. If more snapshots are already taken, they are not affected.

max-protocol-attribute-size

Default Value: `1024`

Valid Values: 256–8192 (8 x 1024)
Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

max-protocol-message-size

Default Value: 8192 (8 x 1024)
Valid Values: 1024–131072 (128 x 1024)
Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated.

max-queue-size

Default Value: 20000
Valid Values: 10000–100000
Changes Take Effect: Immediately

Specifies the maximum number of records (or events) that are kept in memory while waiting to be written to the database. If the amount of queued events becomes greater, Interaction Server will discard the data and events will not be written to the database. While setting this parameter, keep in mind that reporting events, depending on average event size, may consume large amounts of memory. This parameter should be set to allow for safe failover to the backup DB Server. Note that Interaction Server makes immediate attempts to reconnect to DB Server (primary or backup) if connection is lost.

max-submission-rate

Default Value: No default value
Valid Values: Any number/interval combination, where the number can be 0 or greater, and the interval can be second, minute, or hour
Changes Take Effect: Immediately

Specifies the number of interactions per unit that are submitted to URS. This option is specified in the <Interaction Server Name> section within the Annex tab of the Universal Routing Server configuration object.

- If the option is found, Interaction Server uses this value to specify the rate that interactions are submitted to URS. The value set here overrides the value for default-max-submission-rate (see page 44) specified within the settings section Interaction Server object.
- If this option is not configured in the Universal Routing Server object, Interaction Server uses the value for default-max-submission-rate.

Value examples include: `10/second`, `25/minute`, `1/hour`, `1000/hour`. A value of `0` disables submissions to URS; the maximum value is `1000/second`.

See also Figure 2 on page 56, for a diagram of the interaction submission process.

max-submitted-interactions (of the Strategy object)

Default Value: No default value
Valid Values: Any integer from `0`–`50,000`
Changes Take Effect: Immediately; does not affect interactions already submitted to URS

Specifies the maximum number of interactions that Interaction Server can submit to URS. If this option exists in the `default` section on the `Annex` tab of the Strategy object, its value overrides the value specified for the `default-max-submitted-per-strategy` option (see page 45) for this particular strategy.

Note: A value of `0` prevents interactions from being submitted to the strategy.

If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

See also Figure 2 on page 56, for a diagram of the interaction submission process.

max-submitted-interactions (of the URS object)

Default Value: No default value
Valid Values: Any integer from `0`–`50,000`
Changes Take Effect: Immediately; does not affect interactions already submitted to URS

Specifies the maximum number of interactions that Interaction Server can submit to Universal Routing Server (URS).

- If this option exists in the `<Interaction Server Name>` section on the `Annex` tab of the URS configuration object, Interaction Server uses its value to specify the maximum number of interactions submitted to URS. That value also overrides the value specified for the `default-max-submitted-per-router` option (see page 44).
- If the Interaction Server does not find this option, it uses the value of the `default-max-submitted-per-router` option (see page 44) in its own `settings` section.

Note: A value of `0` prevents interactions from being submitted to URS.

If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

See also Figure 2 on page 56, for a diagram of the interaction-submission process.

<Interaction Server Name>.max-submitted-interactions

Default Value: No default value
Valid Values: Any integer from 1–50,000
Changes Take Effect: Immediately; does not affect interactions already submitted to URS

Specifies the maximum number of interactions that Interaction Server can submit to Universal Routing Server (URS).

For any given strategy (X), loaded on a particular URS (Y):

- Interaction Server first searches for this option, <Interaction Server Name>.max-submitted-interactions, in the <Universal Routing Server Y> section on the Annex tab of the Strategy X object. If Interaction Server finds the option there, it uses that value as a limit for the number of interactions that can be submitted to this strategy loaded on this URS.
- If Interaction Server does not find the option there, it looks to max-submitted-interactions (see page 54) in the default section of the Strategy X object. If Interaction Server finds this option in that section, it uses its value for the interaction limit for that strategy loaded on that URS.
- If Interaction Server does not find this option in that section, it uses the value for default-max-submitted-per-strategy (see page 45) in its own settings section.

See also Figure 2, for a diagram of the interaction-submission process.

Note: If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

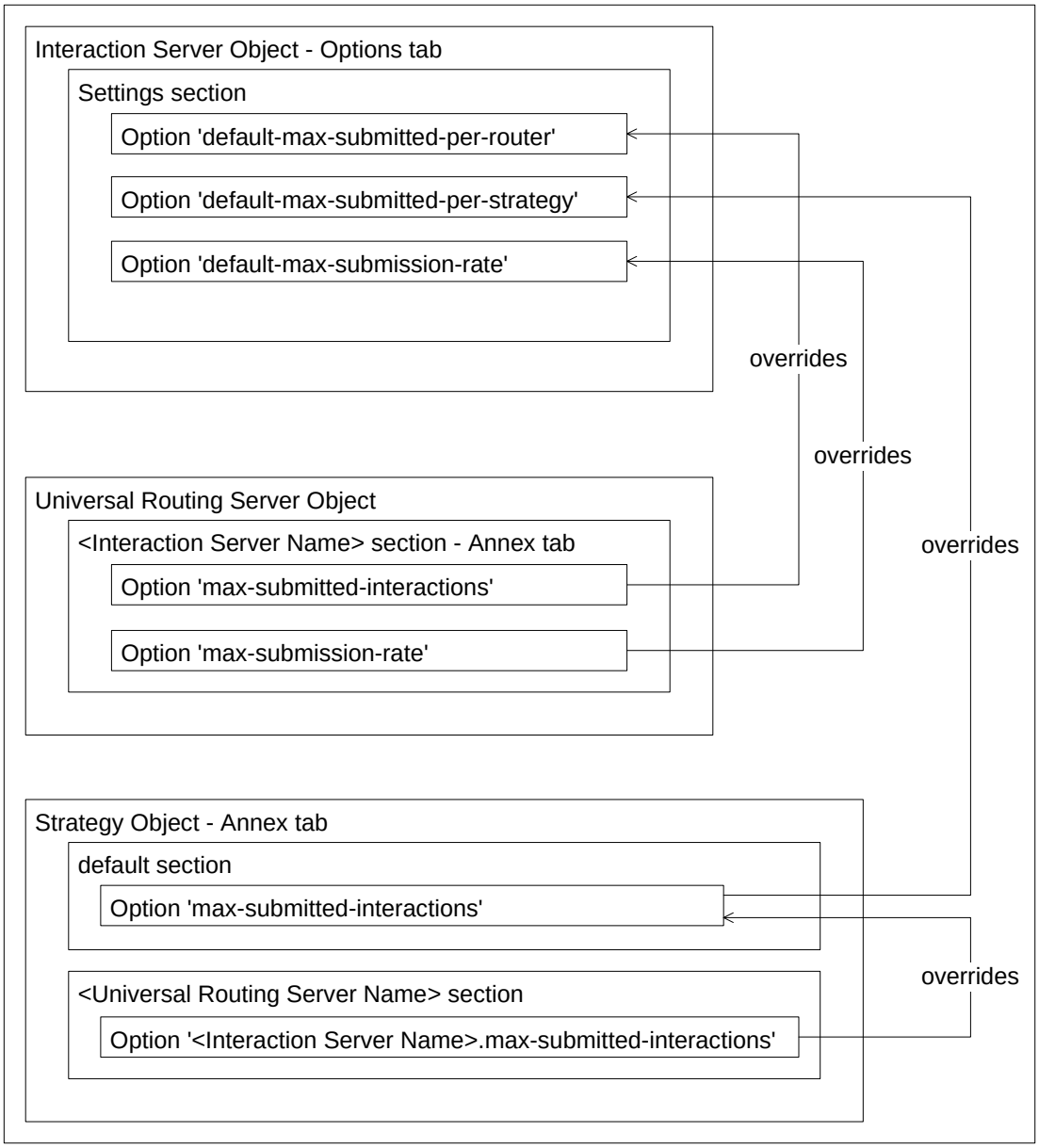

Figure 2: Interaction Submission Process

max-workbin-interactions

Default Value: `200`
Valid Values: `50–1000`
Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server returns in response to `RequestGetWorkbinContent`.

not-ready-on-invitation-timeout

Default Value: `true`
Valid Values: `true, false, yes, no`

Changes Take Effect: Immediately

Specifies whether Interaction Server should automatically make an agent `Not Ready` on media if `delivering-timeout` (see page 45) expires while attempting to deliver an interaction to an agent as a result of routing.

If an agent does not respond within this timeout after receiving an invitation to handle an interaction (`EventInvite`), the interaction is revoked. Setting the option to `true` or `yes` causes Interaction Server to automatically make the agent `Not Ready` for the media in this situation.

`Note:` The agent remains in the current state if the invitation is the result of a transfer, conference, or intrusion (chat media).

---

registration-timeout

Default Value: `30`
Valid Values: Any integer from `3`–`300`
Changes Take Effect: Immediately for all new clients

Specifies the timeout (in seconds) for client registration. If a client has connected, but does not register before the timeout expires, the client is disconnected.

`Note:` A value change does not affect clients that are already connected.

---

reject-subsequent-request

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

With a value of `true`, Interaction Server rejects subsequent requests for an agent reservation from the same client application as the same agent. With a value of `false`, a subsequent request prolongs the current reservation made by the same client application for the same agent.

request-collection-time

Default Value: `100`
Valid Values: Any positive integer
Changes Take Effect: Immediately

Specifies the interval (in milliseconds) at which agent-reservation requests are collected before a reservation is granted. During the interval specified, agent reservation requests are delayed to balance successful reservations between routing client applications (usually between Universal Routing Servers).

reservation-time

Default Value: `10000`
Valid Values: Any positive integer

Changes Take Effect: Immediately

Specifies the default interval (in milliseconds) at which an agent is reserved to receive a routed interaction. During the interval specified, the agent cannot be reserved again.

routing-timeout

Default Value: `720`
Valid Values: Any integer from `20`–`525600` (one year)
Changes Take Effect: Immediately for all new interactions submitted to URS

Specifies the timeout (in minutes) for any interaction to remain with URS before its routing is considered a failure.

`Note:` Value changes do not affect interactions already sent to URS.

---

statistic-interval

Default Value: `5`
Valid Values: Any integer from `1`–`60`
Changes Take Effect: Immediately

Specifies the interval (in seconds) between each successive distribution of server-calculated statistics to the Reporting components.

storing-timeout

Default Value: `1000`
Valid Values: `50`–`60000`
Changes Take Effect: Immediately

Specifies the time interval (in milliseconds) between two write operations to the database. This option also makes it possible for logger to collect a bulk of records before storing to database.

submit-timer-interval

Default Value: `2000`
Valid Value: From `0` (min) to `10,000` (10 seconds, max)
Changes Take Effect: As soon as the current submit interval expires

Specifies the frequency, in milliseconds, with which Interaction Server checks views for interactions.

third-party-server-queue-size

Default Value: `200`
Valid Values: Any integer from `0`–`2000`
Changes Take Effect: Immediately; however, does not affect ESP (External Service Protocol) requests already received from Universal Routing Server or other clients.

Specifies the maximum number of ESP requests that Interaction Server queues for a given ESP server. If the number of queued ESP requests reaches this limit, Interaction Server immediately rejects new requests.

third-party-server-timeout

Default Value: 30
Valid Values: Any integer from 5–180
Changes Take Effect: Immediately

Specifies the timeout (in seconds) for third-party server requests. If Interaction Server does not receive a response from the third-party server within the timeout, Interaction Server considers this request failed and sends an error message to Universal Routing Server.

Changes made to this value do not affect third-party requests already sent to third-party servers.

Warning! You must coordinate the value of this option with the value of the service-timeout option for Universal Routing Server. If the value for third-party-server-timeout is greater than the value for service-timeout in URS, URS will timeout first and will thus ignore any response from Interaction Server/third-party server. If the value for service-timeout is greater than third-party-server-timeout, Interaction Server will timeout first and URS will receive an error message (Error Code 4, third-party server response timeout) from Interaction Server. In both cases, the third-party server block in the strategy fails. See the *Universal Routing 7.6 Reference Manual* for information on the service-timeout option.

third-party-server-window-size

Default Value: 10
Valid Values: Any integer from 0–1000
Changes Take Effect: Immediately; however, does not affect requests already sent to ESP (External Service Protocol) servers.
Specifies the maximum number of outstanding requests that Interaction Server can have with any ESP server. (Outstanding requests are those sent to an ESP server for which no response has been received.)

Log Options

Except for the messagefile option, all log options for Interaction Server are identical to those for other servers specific to Multimedia 7.6. See “Common Log Options and Servers” on page 17 for a list of these options.

For Interaction Server, the value for the messagefile option is interaction_server.lms.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Interaction Server Proxy Options

This section describes the configuration options for Interaction Server Proxy, a new application for release 7.6.1. Use Configuration Manager to view or change these options. See page 14 for information on accessing configuration options. The only options to be configured for Interaction Server Proxy are in the `log` section. Except for the `messagefile` option, all log options for Interaction Server Proxy are identical to those for other servers specific to Multimedia 7.6. See "Common Log Options and Servers" on page 17 for a list of these options.

For Interaction Server Proxy, the value for the `messagefile` option is `interaction_server_proxy.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Web API Server Options

This section describes the configuration options for Web API Server. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

Web API Server options are on the `Options` tab of the `Properties` dialog box. Table 7 lists the sections on this tab and the options that belong in each section.

Table 7: Web API Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:<tenant_dbid>[a]	default	Existing	Page 61
settings	default-char-set	Existing	Page 61
	default-code-page	Existing	Page 61
log	messagefile	Existing	Page 62

a. `<tenant_dbid>` represents the tenant's database ID, in decimal format. For example, a complete endpoints section name might be: `endpoints:101`. In a multiple-tenant environment, create a separate `endpoints:<tenant_dbid>` section for each tenant.

Option descriptions follow.

Note: If the stated default value of an option differs from that in the application template, consider the value in the template more accurate.

default

Default Value: No default value
Valid Values: Any valid queue, in the format `<queue name>`
Changes Take Effect: Immediately

Identifies the default endpoint for the `endpoints:<tenant_dbid>` section in which this option occurs. You only use this option for submitting custom web forms directly to Interaction Server. The option is not mandatory and may be absent.

Within each `endpoints:<tenant_dbid>` section, each key-value pair represents an individual endpoint. The key is an endpoint name, and the value is a queue. You can configure additional endpoints besides `default`, as needed to support your routing strategies. Here is an example of a configured `endpoints:<tenant_dbid>` section:

```
[endpoints:101]
default="Chat inbound queue"
chat-inbound = "Chat inbound queue"
email-inbound = "Inbound queue"
email-outbound = "Outbound queue"
```

default-char-set

Default Value: `windows-1252`
Valid Values: Any character set supported by Genesys for this server (see Table 8)
Changes Take Effect: After restart

Specifies the default character set used by Web API Server.

Note: The default value was changed from `iso-8859-1` to `windows-1252` in release 7.

default-code-page

Default Value: `Cp1252`
Valid Values: Any valid code page supported by Genesys for this server (see Table 8)
Changes Take Effect: After restart

Specifies the default code page used by Web API Server.

Note: The default value was changed from `8859_1` to `Cp1252` in release 7.

Table 8: Supported Code Pages and Character Sets

Description	Code Page	Character Set
ISO Latin-1	ISO8859_1	ISO-8859-1
ISO Latin-2	ISO8859_2	ISO-8859-2

Table 8: Supported Code Pages and Character Sets (Continued)

Description	Code Page	Character Set
ISO Latin-3	ISO8859_3	ISO-8859-3
ISO Latin-4	ISO8859_4	ISO-8859-4
ISO Latin-5/Cyrillic	ISO8859_5	ISO-8859-5
ISO Latin-7/Greek	ISO8859_7	ISO-8859-7
ISO Latin-8/Hebrew	ISO8859_8	ISO-8859-8
ISO Latin-9/Turkish	ISO8859_9	ISO-8859-9
EUC_JP Japanese	EUC_JP	EUC-JP
ISO2022JP Japanese	ISO2022JP	ISO-2022-JP
SJIS Japanese on Solaris	SJIS	Shift_JIS
SJIS Japanese on Windows32	MS932	Shift_JIS
Big 5 Traditional Chinese	Big5	Big5
GB2312-80 Simplified Chinese	EUC_CN	GB2312
Korean (EUC)	EUC_KR	EUC-KR
Korean (ISO)	ISO2022KR	ISO-2022-KR
Windows Eastern European	Cp1250	windows-1250
Windows Cyrillic	Cp1251	windows-1251
Windows Latin-1 (Western European)	Cp1252	windows-1252
Windows Greek	Cp1253	windows-1253
Windows Turkish	Cp1254	windows-1254
Windows Hebrew	Cp1255	windows-1255
Windows Baltic	Cp1257	windows-1257

Log Options

Except for the `messagefile` option, all log options for Web API Server are identical to those for other servers specific to Multimedia 7.6. See “Common Log Options and Servers” on page 17 for a list of these options.

For Web API Server, the value for the `messagefile` option is `webapimsg.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Web Compound Samples

This section describes the configuration options for Web Compound Samples. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

Web Compound Samples options are on the `Options` tab of the `Properties` dialog box. Table 9 lists the sections on this tab and the options that belong in each section.

Table 9: Web Compound Samples Configuration Options

Section	Option	New/Existing	See Page
e-mail	email-queue	Existing	Page 64
	email-stat-interval	Existing	Page 64
chat	chat-queue	Existing	Page 64
	chat-stat-interval	Existing	Page 64
miscellaneous	applets-code-base	Existing	Page 63
	stat-refresh-interval	Existing	Page 65
	tenant	Existing	Page 65

Option descriptions follow.

Note: If the default value of an option differs from that in the application template, consider the value in the template more accurate.

applets-code-base

Default Value: `/CodeBase761`
Valid Values: `/CodeBase761`
Changes Take Effect: After restart of Web API Server

Specifies the name of the virtual directory containing the `oChatpannel.cab` and `oChatpannel.jar` files as well as all `gif`, `jpg`, and `xsl` files.

Note: The default value was changed from `/CodeBase76` to `/CodeBase761` in release 7.6.1

chat-queue

Default Value: `Chat inbound queue`
Valid Values: Any valid queue name in the format `<queue name>`
Changes Take Effect: After restart of Web API Server

Specifies the queue to handle requests about current chat statistics. These statistics include the following:

- The number of chat requests currently in queue
- The total number of requests processed by Chat Server
- The total amount of time spent to these requests

chat-stat-interval

Default Value: An empty string
Valid Values: Any option name stored in the `TimeProfiles` section of Stat Server.
Changes Take Effect: After restart of Web API Server

Specifies the predefined interval at which Stat Server calculates statistics on chat requests, based on `TimeProfiles` options configured in Stat Server. By specifying the name of one of those options, its associated value is used for the interval. If a default value is not specified, the interval is a 24 hour growing interval.

See the *Framework 7.6 Stat Server User's Guide* for information on `TimeProfiles` options and creating them for your needs.

email-queue

Default Value: `Inbound queue`
Valid Values: Any valid queue name in the format `<queue name>`
Changes Take Effect: After restart of Web API Server

Specifies the queue to handle requests about current Web-Form statistics. These statistics include:

- The number of Web-Form and e-mail requests currently in queue
- The total number of requests processed by E-mail Server Java
- The total amount of time spent to these requests

email-stat-interval

Default Value: An empty string
Valid Values: Any option name stored in the `TimeProfiles` section of Stat Server.
Changes Take Effect: After restart of Web API Server

Specifies the predefined interval at which Stat Server calculates statistics on E-mail requests, based on `TimeProfiles` options configured in Stat Server. By specifying the name of one of those options, its associated value is used for the interval. If a default value is not specified, the interval is a 24-hour growing interval.

See the *Framework 7.6 Stat Server User's Guide* for information on `TimeProfiles` options and creating them for your needs.

stat-refresh-interval

Default Value: `30`
Valid Values: Any positive integer
Changes Take Effect: After restart of Web API Server

Specifies the interval (in seconds) for a statistics refresh on statistics pages for the Web Compound Samples.

`Note:` The default value was changed from `25` to `30` in release 7.

---

tenant

Default Value: <Tenant_Name>
Valid Values: Any valid tenant name
Changes Take Effect: After restart of Web API Server

Specifies the tenant name for Web Compound Samples. A value for this option is required, whether you have a single-tenant or multi-tenant environment, to ensure that load balancing works correctly.

When you install Web Compound Samples and specify a tenant, the value you select or enter becomes this option's value.

If you change the tenant name, you must also change the value of this option to exactly match that name.

Chat Server Options

This section describes the configuration options for Chat Server. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

Chat Server options are on the `Options` tab of the `Properties` dialog box. Table 10 lists the sections on this tab and the options that belong in each section.

Endpoints

The `endpoints:<tenant_dbid>` section, added in release 7.2, replaced the `queues` section in release 7.1 and the `Routing Points` section in previous releases. `<tenant_dbid>` represents the tenant's database ID, in decimal format. For example, a complete endpoints section name might be: `endpoints:101`.

When you launch the Multimedia Wizard, the wizard prompts you to specify queues that correspond to the queues to which Web clients should send `Chat` requests. The wizard then creates options that represent these queues as

key/value pairs in the `endpoints:<tenant_dbid>` section, where the key is an endpoint name, and the value is a queue.
This section's `default` option has no default value of its own in the application template.

Table 10: Chat Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:<tenant_dbid>	[list of endpoints, which could include a default endpoint]	Existing	Page 67
esp-settings	esp-default-nickname	Existing	Page 67
	esp-server-port	Existing	Page 67
settings	flex-disconnect-timeout	Existing	Page 67
	hide-attached-data	Existing	Page 68
	max-waiting-requests	Existing	Page 68
	message-log-print-size	Existing	Page 68
	stop-abandoned-interaction	Existing	Page 68
	transcript-auto-save	Existing	Page 68
	use-contact-server	Existing	Page 69
settings (continued)	user-register-timeout	Existing	Page 69
	webapi-port	Existing	Page 69
	web-user-max-messages	Existing	Page 69
	xml-request-max-size	Existing	Page 70
log	messagefile	Existing	Page 70

Option descriptions follow.

Note: If the stated default value of an option differs from that in the application template, consider the value in the template more accurate.

---

default

Default Value: No default value
Valid Values: Any valid queue, in the format `<queue name>`
Changes Take Effect: Immediately

Specifies the name of the default queue used for routing chat requests if Chat Server is unable to resolve the `queue` keyword from the web application. No value is automatically configured for this option. You can configure this section using the Interaction Routing Designer. See also “Endpoints” on page 65.

esp-default-nickname

Default Value: system
Valid Values: Any string
Changes Take Effect: Immediately

A name to impersonalize the strategy in chat sessions where no nickname is provided in the ESP (External Service Protocol) request.

`Note:` Starting with 7.2 release, Chat Server provides the new possibility of sending messages to the chat session from the routing strategy. This feature could be used to inform a waiting customer about how his or her request for a chat is processing. To display such a message, you can use this option to configure the nickname of a special chat user that will represent the strategy within the session.

---

esp-server-port

Default Value: `0`
Valid Values: `0` to disable; otherwise, to enable: any valid [integer] port number different from the host’s main port number and from the `webapi-port` value.
Changes Take Effect: Immediately

Interaction Server uses the port that you specify in this option to connect to Chat Server. If the option is not present, or is set to `0`, or is not an integer value, Interaction Server does not connect to Chat Server and so Chat Server’s ESP functionality is disabled.

`Warning!` You must give this option a value greater than zero if you want to use (or to see) this functionality in strategy samples.

---

flex-disconnect-timeout

Default Value: `300`
Valid Values: Any positive integer between `1` and `86400`
Changes Take Effect: Immediately

Specifies the timeout (in seconds) after which Chat Server disconnects an inactive HTML chat client.

hide-attached-data

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of `true` prohibits printing.

max-waiting-requests

Default Value: `-1`
Valid Values: `-1` or any integer equal to or greater than `0`, to a maximum of `999999`.
Changes Take Effect: Immediately

Specifies the maximum number of requests waiting for an agent reply that Chat Server can handle.

A value of `-1` means that Chat Server can handle an infinite number of requests.

A value of `0` means that Chat Server will not process any new requests.

message-log-print-size

Default Value: `128`
Valid Values: Between `0` and `7000`
Changes Take Effect: Immediately

Specifies the number of characters from the whole client message that prints in the log, starting from the beginning of the message.

stop-abandoned-interaction

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

This option specifies how Chat Server handles chat interactions that were dropped by the requesting chat client before being answered by an agent (abandoned). If set to `true`, the interaction is stopped (7.2 compatibility mode). If set to `false`, the interaction mode is changed to “offline” but will still be present in Interaction Server (thus allowing the interaction to be process by the strategy).

transcript-auto-save

Default Value: `0`
Valid Values: `0, 1`
Changes Take Effect: Immediately

If this option is set to `1`, Chat Server sends the updated chat session transcript to Universal Contact Server after each submitted message. If set to `0`, no UCS records are updated until the chat session ends.

Note: Enabling this option will provide greater reliability, however, it may also impose significant load on the database if there is a high volume of chat messages.

use-contact-server

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

If this option is set to `true`, Chat Server creates and updates records in Universal Contact Server for each session that is created. If set to `false`, Chat Server does not interact with Universal Contact Server.

Note: The value "`false`" must be used very carefully, and only in specifically customized environments. Genesys Desktop cannot process interactions that do not exist in Universal Contact Server.

user-register-timeout

Default Value: `30`
Valid Values: `1`–`604800` (1 week)
Changes Take Effect: Immediately, for all newly connected chat users

Specifies the timeout, in seconds, during which the chat client must send a registration request before they are disconnected. If the specified value is out of the range of valid values, either the minimum (1 second) or the maximum (604800 seconds) will be used. This option is intended for debugging Web Applications. It has almost no practical use in a regular environment.

webapi-port

Default Value: `0`
Valid Values: Any valid port number
Changes Take Effect: Immediately

Sets the port number for an additional port for Chat Server—specifically for `flex` protocol for web clients.

Using a specific port for `flex` protocol with a firewall may improve system security.

Note: A value of `0` means that Chat Server uses the main port associated with the host. If this option is not listed, Chat Server uses the default value of `0` for this function. No additional port is opened if you do not specify a value (leave the value blank).

web-user-max-messages

Default Value: `100`

Valid Values: `0` to `9999`, and `-1` (infinite)
Changes Take Effect : Immediately

Sets a limit on the number of messages a web user can submit during a session. This limit prevents the transcript from growing too large, thus reducing the over-consumption of RAM as well as Universal Contact Server database space. Or if you prefer to allow an unlimited number of messages, set the option to a value of `-1` (infinite).

xml-request-max-size

Default Value: `32768`
Valid Values: `512` to `10485760` bytes
Changes Take Effect: Immediately

Sets a limit on the size of incoming XML packets. This limit helps prevent Chat Server from hanging during XML parsing of overly large amounts of incoming data.

Log Options

Except for the `messagefile` option, all log options for Chat Server are identical to those for other servers specific to Multimedia 7.6. See “Common Log Options and Servers” on page 17 for a list of these options.

For Chat Server, the value for the `messagefile` option is `ChatServer.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

E-mail Server Java Options

This section describes the configuration options for E-mail Server Java. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

Endpoints

The `endpoints:<tenant_dbid>` section, added in release 7.2, replaced the `default-outbound-queue` section in release 7.1. `<tenant_dbid>` represents the tenant’s database ID, in decimal format. For example, a complete endpoints section name might be: `endpoints:101`.

When you launch the Multimedia Wizard, the wizard prompts you to specify queues that correspond to the queues to which E-mail Server should send E-mails. The wizard then creates options that represent these queues as key/value pairs in the `endpoints:<tenant_dbid>` section, where the key is an endpoint name, and the value is a queue.

This section's `default` option has no default value of its own in the application template.

Create only one `endpoints:<tenant_dbid>` section in E-mail Server Java's configuration object, because E-mail Server Java supports only a single tenant. See the *Multimedia 7.6 Deployment Guide* for more information.

Multiple POP clients

If you have multiple POP clients, you can create multiple [`pop-client xxx`] sections. For each section, you must include a name starting with `pop-client`; for example, section `pop-client support` containing option `address` with value `support@genesyslab.com`, section `pop-client sales` containing option `address` with value `sales@genesyslab.com`, and so on.

Use unique mailbox addresses

You must not use the same mailbox address for more than one POP client. Each POP client requires a unique mailbox address, which you define using the `address` option for that `pop-client xxx` section.

Note: In the E-mail Server Java log file, the `mailbox` output refers to this mailbox `address` option, *not* to the explicit `mailbox` option used to specify the login name for your corporate mail server. For more information about the `mailbox` option, see "mailbox" on page 92.

For each POP client you also specify an endpoint queue, to which the client submits outgoing e-mails. A one-to-one relationship is built between the mailbox address and the endpoint queue, and E-mail Server Java uses the resulting map to route e-mails accordingly. Therefore, if multiple POP clients share the same address, outgoing messages from one POP client might get routed to another POP client's queue.

If you want to use the same outgoing email address for more then one POP client, do *not* use the `address` option; instead use the `default-from-address` option in the `email-processing` section of the application object.

E-mail Server Java—Options Table

E-mail Server Java options are on the `Options` tab of the `Properties` dialog box. Table 11 lists the sections on this tab and the options that belong in each section.

Table 11: E-mail Server Java Configuration Options

Section	Option	New/Existing	See Page
chat-client	address	Existing	Page 76
email-encoding	x-user-defined	Existing	Page 100
email-processing	attachment-mngt	Existing	Page 77
	autobot-agent-login-name	Existing	Page 78
	autowar-detect-period	Existing	Page 78
	autowar-max-reply-count	Existing	Page 79
	autowar-scan-all-threads-of-contact	Existing	Page 79
	bcc-address	Existing	Page 79
	check-email-address	Existing	Page 79
	contact-identification	Existing	Page 81
	default-domain	Existing	Page 82
	default-from-address	Existing	Page 82
	default-inbound-queue	Existing	Page 82
	enable-autowar-detect	Existing	Page 83
	enable-extract-uuencoded-file	Existing	Page 84
	enable-inbound-processor	Existing	Page 85
	enable-inbound-submitter	Existing	Page 85
	enable-mail-loops	Existing	Page 85
	enable-outbound-submitter	Existing	Page 86
	enable-message-id-check	Existing	Page 86
	enable-same-mail-from-mailboxes	Existing	Page 86
	ext-resource-incoming-address	Existing	Page 88
	fieldcode-format-locale	Existing	Page 88

Table 11: E-mail Server Java Configuration Options (Continued)

Section	Option	New/Existing	See Page
email-processing (continued)	hide-attached-data	Existing	Page 89
	inbound-msg-thread-pool-size	Existing	Page 89
	inbound-processor-high-watermark	Existing	Page 90
	inbound-processor-low-watermark	Existing	Page 90
	inbound-processor-period	Existing	Page 90
	inbound-processor-thread-pool-size	Existing	Page 90
	inbound-submitter-period	Existing	Page 91
	inbound-submitter-high-watermark	Existing	Page 90
	inbound-submitter-low-watermark	Existing	Page 91
	inbound-submitter-thread-pool-size	Existing	Page 91
	ixn-server-cnx-max-idle-time	Existing	Page 91
	ndr-senders-list	Existing	Page 93
	outbound-msg-charset	Existing	Page 94
	outbound-msg-thread-pool-size	Existing	Page 94
	outbound-submitter-period	Existing	Page 94
	outbound-submitter-high-watermark	Existing	Page 94
	outbound-submitter-low-watermark	Existing	Page 94
	outbound-submitter-thread-pool-size	Existing	Page 95
	quote-from	Existing	Page 96
	quote-prefix	Existing	Page 96
	quote-sent	Existing	Page 96
	quote-separator	Existing	Page 97
	quote-subject	Existing	Page 97
	socket-timeout	Existing	Page 97
	subject-forward-prefix	Existing	Page 97

Table 11: E-mail Server Java Configuration Options (Continued)

Section	Option	New/Existing	See Page
email-processing (continued)	subject-reply-prefix	Existing	Page 98
	subject-threading-substrings	Existing	Page 98
mime-customization	enable-inbound	Existing	Page 85
	enable-inbound-debug-log	Existing	Page 85
	enable-outbound	Existing	Page 86
	enable-outbound-debug-log	Existing	Page 86
	inbound-class-name	Existing	Page 89
	inbound-keep-received-mime	Existing	Page 89
	outbound-class-name	Existing	Page 93
	outbound-keep-sent-mime	Existing	Page 93
pop-client [a]	address	Existing	Page 77
	allow-bad-msg-size	Existing	Page 77
	connect-timeout	Existing	Page 81
	cycle-time	Existing	Page 81
	delete-bad-formatted-msg	Existing	Page 83
	delete-big-msg	Existing	Page 83
	enable-big-msg-stripping	Existing	Page 84
	enable-client	Existing	Page 84
	enable-debug	Existing	Page 84
	enable-ssl	Existing	Page 87
	endpoint	Existing	Page 88
	leave-msg-on-server	Existing	Page 91
	mail.<javamail-property>	Existing	Page 92
	mailbox	Existing	Page 92
	maximum-msg-number	Existing	Page 93

Table 11: E-mail Server Java Configuration Options (Continued)

Section	Option	New/Existing	See Page
pop-client (continued)	maximum-msg-size	Existing	Page 93
	password	Existing	Page 95
	port	Existing	Page 95
	protocol-timeout	Existing	page 96
	server	Existing	Page 97
	type	Existing	Page 99
smtp-client	cnx-check-idle-time	Existing	page 80
	cnx-max-idle-time	Existing	page 80
	cnx-pool-size	Existing	page 80
	connect-timeout	Existing	Page 81
	enable-authentication	Existing	Page 83
	enable-debug	Existing	Page 84
	enable-ssl	Existing	Page 87
	password	Existing	Page 95
	port	Existing	Page 95
	protocol-timeout	Existing	page 96
	server	Existing	Page 97
	user	Existing	Page 99
iwe-processing	address	Existing	Page 76
	enable-web-form	Existing	Page 87
	endpoint	Existing	Page 87
	worker-threads	Existing	Page 100
settings	cnx-to-ucs-wait-time	Existing	Page 80
	max-cnx-to-ucs	Existing	Page 93
	ucs-duplex-mode	Existing	Page 99

Table 11: E-mail Server Java Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	webapi-port	Existing	Page 99
services	third-party-max-queueing-time	Existing	Page 98
	third-party-pool-size	Existing	Page 99
endpoints:<tenant_dbid>	[list of endpoints, which could include one called `default`; see "Endpoints" on page 70]	Existing	Page 82
log	messagefile	Existing	Page 101

a. If you have multiple POP clients, you can create multiple [`pop-client xxx`] sections. For more information, see "Multiple POP clients" on page 71.

Option descriptions follow.

> **Note:** If the default value of an option differs from that in the application template, consider the value in the template more accurate.

address (chat-client section)

Default Value: No default value
Valid Value: Any valid e-mail address
Changes Take Effect: Immediately

The e-mail address used to fill in the `From` field in the Chat Transcript `email-out`. The Chat Transcript `email-out` is the e-mail sent to the customer that includes the transcript of the chat in which the customer had engaged.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- `legal@mycompany.com`
- `"Legal Dpt" <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

address (iwe-processing section)

Default Value: No default value
Valid Value: Any valid e-mail address
Changes Take Effect: Immediately

The e-mail address used to fill in the `Mailbox` field of `WebForm-transformed` email-in. This address becomes the default `from` address when replying to web

form e-mails, in cases where Web API Server does not already provide a `Mailbox` key.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of a valid value includes the following:

- `legal@mycompany.com`

address (pop-client section)

Default Value: No default value
Valid Value: Any valid e-mail address
Changes Take Effect: Immediately

Specifies both the mailbox address used to route outgoing reply messages and the e-mail address used to fill in the `From` field in an `email-out` that is created from an `email-in` received from this pop-client.

If the `email-out` is an automated response or an acknowledgement, the address is the default address. However, if an agent creates a reply `email-out`, the agent can change the `From` address by choosing an address among those pop-client addresses defined in all E-mail Server Java components connected to the same Interaction Server as the desktop application.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- `legal@mycompany.com`
- `"Legal Dpt" <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

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Note: You can create multiple `pop-client xxx` sections. However, you must use a unique `address` for each `pop-client xxx` section that you create. For more information, see “Multiple POP clients” on page 71.

---

allow-bad-msg-size

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

Specifies how E-mail Server Java handles messages with a negative size. If set to `FALSE`, the message is left on the corporate server, if set to `TRUE`, the message is considered a normal message.

attachment-mngt

Default Value: `LEAVE`
Valid Values: `LEAVE, REMOVE`
Changes Take Effect: Immediately

Specifies the strategy used by E-mail Server Java to handle attachments of incoming messages for this account.

- The value of `LEAVE` causes this E-mail Server Java to store a message in the database with attachments.
- The value of `REMOVE` causes this server to store a message in the database without attachments.

In the 6.5 release, this option, previously called `AttachmentMngt`, was located in the `pop-client` section.

Note: A value of `Archive` is not supported in release 7.x.

---

autobot-agent-login-name

Default Value: No default value
Valid Values: Any valid agent login name
Changes Take Effect: Immediately

Specifies the agent (the autobot Person) used to render standard responses containing agent-related field codes. For information about autoresponses, see the "E-mail Objects" section in Chapter 3 of the *Universal Routing 7.6 Reference Manual*.

Note: If you want to control what the interaction history shows as the owner of e-mails (for example, acknowledgements, autoresponses, and replies from agents) generated by E-mail Server Java, you can use the User Data key `_OwnerEmployeeId`, introduced in version 7.0.100.10. Its value must be the Employee ID of a Person object.

For example in a routing strategy, you can add a Function object, specify the `Update` function, and manually enter the `_OwnerEmployeeId` key. You could also specify the `UData` function with a `GD_OriginalAgentEmployeeId` key, which gets its value from the User Data `GD_OrginalAgentEmployeeId`. The person designated by the value becomes the owner shown in the interaction history.

Previously, the owner of this type of interaction was determined only by the value of this `autobot-agent-login-name` option. If you do not assign any value to the `_OwnerEmployeeId` key, the owner of this type of interaction is determined by the autobot Person.

---

autowar-detect-period

Default Value: `00:10:00`
Valid Values: Any time period in the `hh:mm:ss` format
Changes Take Effect: Immediately

Sets the timespan during which E-mail Server Java counts previous automatic e-mails (autoresponses and acknowledgements) that it sent to the same contact in the same thread.

autowar-max-reply-count

Default Value: 5
Valid Values: Any integer greater than 0.
Changes Take Effect: Immediately

Sets the maximum number of automated replies that E-mail Server Java sends in the configured autowar-detect-period.

autowar-scan-all-threads-of-contact

Default Value: FALSE
Valid Values: TRUE, FALSE
Changes Take Effect: Immediately

If set to TRUE, E-mail Server Java scans *all* the threads of the current contact in order to count the number of autoresponses and auto-acknowledgements. If set to FALSE, E-mail Server Java scans only the current thread for this contact.

bcc-address

Default Value: No default value
Valid Values: Any valid e-mail address or list of e-mail addresses
Changes Take Effect: Immediately

Specifies an additional address, or comma-delimited list of addresses to which all outgoing messages are sent as a Bcc.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- legal@mycompany.com
- legal@mycompany.com,archive@mycompany.com
- "Legal Dpt" <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French accents

Note: You must specify this optional parameter manually.

check-email-address

Default Value: TRUE
Valid Values: TRUE, FALSE
Changes Take Effect: After restart

Allows you to disable the checking of incoming e-mails for compliance with RFC822 (governing whether e-mail addresses with white spaces are accepted). The default value of TRUE leaves such checking enabled, and Genesys strongly recommends this setting.

Disabling this checking means the system attempts to process noncompliant e-mails, which may cause problems. You may, however, consider disabling the checking if large numbers of noncompliant e-mails are being received (for

example, with spaces in the address in the `From` field). If you disable this checking (a value of `FALSE`), such e-mails are no longer processed as failed e-mails.

cnx-check-idle-time

Default Value: `00:00:30`
Valid Values: Any valid time in `hh:mm:ss` format
Changes Take Effect: After restart

Specifies the amount of time an SMTP (Simple Mail Transfer Protocol) connection can stay `idle` before E-mail Server Java checks to see whether the connection is really established. If the SMTP connection is idle for longer than the specified value, E-mail Server Java first sends a `NOOP` command to the SMTP server on the connection, before using the connection.

With the value of `00:00:00`, E-mail Server Java checks the connection each time before using it. However, this is an expensive operation, and some SMTP servers do not support it very well.

cnx-max-idle-time

Default Value: `00:05:00`
Valid Values: Any time period in `hh:mm:ss` format
Changes Take Effect: After restart

Specifies the amount of time an SMTP connection can stay `Idle` before E-mail Server Java closes the connection.

`Warning!`	Make sure the value is less than the SMTP Server timeout value, if that option exists.

cnx-pool-size

Default Value: `10`
Valid Values: Any integer greater than `0`
Changes Take Effect: After restart

Specifies the pool size for the SMTP connection. This option sets the maximum number of messages SMTP can send in parallel.

cnx-to-ucs-wait-time

Default Value: `30000`
Valid Values: Any integer equal to or greater than `0`
Changes Take Effect: After restart or reconnection to UCS, if the connection was closed.

Specifies the maximum time–in milliseconds–that a thread waits to acquire a token, which allows it to perform an operation on UCS. A value of `0` means an infinite wait time. E-mail Server Java must receive this token first, before it can perform an operation in UCS. The `max-cnx-to-ucs` option (see page 93)

specifies the maximum number of tokens and thus the UCS API calls that E-mail Server Java can make.

connect-timeout

(In the `pop-client` section)
Default Value: `00:05:00`
Valid Values: Any time period in the `hh:mm:ss` format
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: `00:05:00`
Valid Values: Any time period in the `hh:mm:ss` format
Changes Take Effect: Immediately

For the `pop-client` and `smtp-client` sections, specifies the timeout value for the socket connection. The timeout is raised if the connection to the server (corporate e-mail server for the `pop-client` section or SMTP server for the `smtp-client` section) cannot be established within the time specified for this option.

Note: The default value was changed from `5:00` to `00:05:00` in release 7 because the format for valid values changed.

contact-identification

Default Value: `IDENTIFY-AND-CREATE`
Valid Values: `IDENTIFY-AND-CREATE, IDENTIFY-ONLY, DO-NOTHING`
Changes Take Effect: Immediately

Specifies how E-mail Server Java handles contact identification and auto-creation. A value of `IDENTIFY-AND-CREATE` means E-mail Server Java attempts to identify the contact. If the contact is not found, it is created. A value of `IDENTIFY-ONLY` means E-mail Server Java attempts to identify the contact, but does not create a new contact if it is not found. If set to `DO-NOTHING`, E-mail Server Java does not identify the contact.

cycle-time

Default Value: `00:00:30`
Valid Values: Any time period in the `hh:mm:ss` format except `00:00:00`
Changes Take Effect: At the next pop cycle

Specifies the time that E-mail Server Java waits before retrieving new messages from this account again.

Note: The default value was changed from `0:00:10` to `00:00:30` in release 7.

default (endpoints:<tenant_dbid> section)

Default Value: No default value
Valid Values: Any string that matches the name of an existing Interaction Server queue
Changes Take Effect: Immediately

Specifies the default endpoint, which E-mail Server Java uses when it cannot find a match for any of the endpoints listed as options in the `endpoints:<tenant_dbid>` section. See also “Endpoints” on page 70.

default-domain

Default Value: No default value
Valid Values: Any valid domain name
Changes Take Effect: Immediately

Specifies the domain name added to all e-mail addresses that do not have a domain name.

default-from-address

Default Value: No default value
Valid Values: Any valid e-mail address
Changes Take Effect: Immediately

If not empty, specifies the address shown in the `From` field of outgoing e-mails.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- `legal@mycompany.com`
- `"Legal Dpt" <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

default-inbound-queue

Default Value: No default value
Valid Values: Any valid and defined queue (`Script` objects of `Interaction Queue` type)
Changes Take Effect: Immediately

Specifies the default inbound queue used to submit new inbound messages.

Note: This option’s former default value (`InboundQueue`) was removed in release 7.2. There is now no default.

---

delete-bad-formatted-msg

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

Specifies whether a message should be deleted from the corporate e-mail server if it cannot be retrieved from that server.

> Note: Leaving messages on a corporate e-mail server works only when using `IMAP` protocol; it does not work when using `POP3` protocol.

delete-big-msg

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

Specifies whether an e-mail should be deleted from a corporate server if the E-mail's message size exceeds the value set in the option `maximum-msg-size` (see page 93).

> Note: Leaving messages on a corporate e-mail server works only when using `IMAP` protocol; it does not work when using `POP3` protocol. When you are using `IMAP`, these messages are flagged as read and are not selected any more. When you are using `POP3`, these messages are considered each time.

enable-authentication

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables the use of Authentication with the corporate e-mail server. With a value of `TRUE`, the options `user` and `password` are used to log in to the corporate e-mail server.

> Note: When you use Authentication, the corporate e-mail server verifies the authenticity by comparing the user and the e-mail's `From` address.

enable-autowar-detect

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables (`TRUE`) or disables (`FALSE`) the detection and counting of e-mails that it sent to the same contact in the same thread, and that are both (a) parent to the Customer Reply and (b) of type `Auto-Response` or `Acknowledgement`.

When enabled, E-mail Server Java attaches the resulting number to the Customer Reply as a value of the key `_AutoReplyCount`. You can then create a routing strategy to compare the value of `_AutoReplyCount` to a threshold that you define. If the value exceeds the threshold, the strategy can refrain from creating an autoresponse or acknowledgement.

enable-big-msg-stripping

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

Specifies whether E-mail Server Java must create a stripped version of messages whose size exceeds the configured `maximum-msg-size` (see page 93). The stripped version contains only the headers of the original message, plus specific attached data to identify it.

enable-client

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

Enables monitoring of this account. All other options in this `pop-client` section apply only if you set `enable-client` to `true`.

enable-debug

(In the `pop-client` section)
Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables or disables protocol (`POP3` for `pop-client` or `SMTP` for `smtp-client`) logging to the server's standard output.

`Warning!` Enabling this option slows down the server.

---

enable-extract-uuencoded-file

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables extraction of UUEncoded files as attachments.

enable-inbound

Default Value: FALSE
Valid Values: TRUE, FALSE
Changes Take Effect: At the next pop cycle

Enables (TRUE) or disables (FALSE) inbound mime customization. If set to TRUE, a valid transformer fully qualified class name must be specified for the inbound-class-name option.

enable-inbound-debug-log

Default Value: FALSE
Valid Values: TRUE, FALSE
Changes Take Effect: At the next pop cycle

Enables (TRUE) or disables (FALSE) inbound mime customization debug logging.

enable-inbound-processor

Default Value: TRUE
Valid Values: TRUE, FALSE
Changes Take Effect: Immediately

Enables Inbound Processor when the value is set to TRUE.

enable-inbound-submitter

Default Value: TRUE
Valid Values: TRUE, FALSE
Changes Take Effect: Immediately

Enables Inbound Submitter when the value is set to TRUE.

enable-mail-loops

Default Value: FALSE
Valid Values: TRUE, FALSE
Changes Take Effect: Immediately

Specifies whether E-mail Server Java can (TRUE) or cannot (FALSE, the default) send mail to the addresses specified in the following sections and options:

Section	Option
email-processing	default-from-address
email-processing	ext-resource-incoming-address
iwe-processing	address
chat-client	address
pop-client	address

Sending e-mails to these addresses may be useful if you want to direct copies of outbound e-mails to system-internal addresses for purposes of (for example) validating or archiving.

enable-message-id-check

Default Value: `TRUE`

Valid Values: `TRUE, FALSE`

Changes Take Effect: At the next POP cycle

Enables (`TRUE`) or disables (`FALSE`) the Message-Id uniqueness check during the POP cycle. If enabled, E-mail Server Java checks received e-mail against existing e-mail in the database, and silently deletes any duplicate e-mail from the corporate mail server. Use this option to prevent the mail server from inadvertently offering the same e-mail in successive POP cycles. If you set this option to `FALSE`, E-mail Server Java does not check the uniqueness of the Message-Id, and no silent removal of duplicate e-mail will occur.

enable-outbound

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables (`TRUE`) or disables (`FALSE`) outbound mime customization. If set to `TRUE`, a valid transformer fully qualified class name must be specified for the outbound-class-name option.

enable-outbound-debug-log

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables (`TRUE`) or disables (`FALSE`) outbound mime customization debug logging.

enable-outbound-submitter

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Enables Outbound Submitter when the value is set to `TRUE`.

enable-same-mail-from-mailboxes

Default Value: `false`

Valid Values: `false, true`

Changes Take Effect: At next POP cycle

Determines what E-mail Server Java does when it retrieves multiple incoming e-mails with the same Message-Id from different mailboxes.

With the default setting `false`, if among all the retrieved incoming e-mails (from any mailbox) from the corporate mail server, there is more than one e-mail that has the same Message-Id header field, E-mail Server Java

downloads only the first one and deletes the others from the corporate mail server.

With the setting `true`, E-mail Server Java retrieves a separate e-mail from each mailbox.

enable-ssl

(In the `pop-client` section)
Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

In both the `pop-client` and `smtp-client` sections, enables (a value of `TRUE`) or disables (a value of `FALSE`) the use of SSL (Secure Sockets Layer) encryption when connecting to the corporate e-mail server.

enable-web-form

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

With a value of `true`, enables the entry point for integrated Web Form processing for Web API Server. With a value of `false` or if the option is not listed in this section, Web Form processing is disabled.

Note: The default value was changed from `FALSE` to `TRUE` in release 7.

---

endpoint (iwe-processing section)

Default Value: No default value
Valid Values: A string that matches the name of an endpoint defined in the `endpoints:<tenant_dbid>` section
Changes Take Effect: Immediately

Specifies the endpoint name by which E-mail Server Java identifies the queue to which it will submit a webform. This endpoint name should be defined in the `endpoints:<tenant_dbid>` section (see “Endpoints” on page 70).

If this endpoint name is not defined in that section, then E-mail Server Java uses the default endpoint from the `endpoints:<tenant_dbid>` section.

If no default endpoint is configured in the `endpoints:<tenant_dbid>` section, or if the `endpoints:<tenant_dbid>` section does not exist, then E-mail Server Java works in 7.1 compatibility mode, and uses the `email-processing` section’s `default-inbound-queue` option.

endpoint (pop-client section)

Default Value: No default value
Valid Values: A string that matches the name of an endpoint defined in the `endpoints:<tenant_dbid>` section
Changes take effect: At the next pop cycle

Specifies the endpoint name by which E-mail Server Java identifies the queue to which it will submit an e-mail from this pop client. This endpoint name should be defined in the `endpoints:<tenant_dbid>` section (see "Endpoints" on page 70).

If this endpoint name is not defined in that section, then E-mail Server Java uses the default endpoint from the `endpoints:<tenant_dbid>` section.

If no default endpoint is configured in the `endpoints:<tenant_dbid>` section, or if the `endpoints:<tenant_dbid>` section does not exist, then E-mail Server Java works in 7.1 compatibility mode, and uses the `email-processing` section's `default-inbound-queue` option.

ext-resource-incoming-address

Default Value: No default value
Valid Values: Any valid e-mail address that is RFC2822 compliant (see below)
Changes Take Effect: Immediately

Specifies the e-mail address used when external agents reply to messages. This option also prevents the specified e-mail address for this external resource from receiving system generated e-mails, such as acknowledgements.

Without this last control, if this e-mail address was accidentally specified as a recipient (To or CC) in the Format tab of an E-mail object, E-mail Server Java would receive the system-generated e-mail that it had just sent out.

You set this value set during E-mail Server Java setup. The value must comply with RFC2822 and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- `legal@mycompany.com`
- `Legal Dpt <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

fieldcode-format-locale

Default Value: No default value
Valid Values: Any valid Java locale in the `language_COUNTRY` format
Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform.

Table 4 on page 24 lists the available values for this option, in accordance with the IS0 639 and ISO 3166 standards. The value format is:

```
<two letter code of ISO 639>_<two letter code of ISO 3166>
```

Note: See `http://www.w3.org/WAI/ER/IG/ert/iso639.htm` and `http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.htm` for information on these standards.

hide-attached-data

Default Value: `TRUE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately

Specifies whether attached data is printed in the log output. A value of `TRUE` prohibits printing.

Note: The default value was changed from `FALSE` to `TRUE` in the 7.1 release.

inbound-class-name

Default Value: No default value
Valid Values: A fully qualified transformer class name
Changes Take Effect: At the next pop cycle

Specifies the fully qualified Java class name of the custom inbound transformer, in the format `email.transformer.inbound.MyClass`, where `email.transformer.inbound` is the package name, and `MyClass` is the class name.

inbound-keep-received-mime

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: At the next pop cycle

Specifies whether the received, unmodified mime content of an e-mail is saved in the Universal Contact Server database in addition to the “E-mail Server Java ready to be processed” content. If set to `TRUE`, the unmodified mime content is saved. If set to `FALSE`, it is not saved.

inbound-msg-thread-pool-size

Default Value: `10`
Valid Values: Any integer greater than `0`
Changes Take Effect: Immediately

Sets the thread-pool size for retrieving inbound messages. This is the maximum number of inbound mailboxes being popped from POP3/IMAP servers in parallel.

inbound-processor-high-watermark

Default Value: `200`
Valid Values: Any integer greater than `0` and greater than the value of `inbound-processor-low-watermark`
Changes Take Effect: After restart

Specifies the maximum number of interactions in the Inbound Processor queue. Once the queue reaches this value, the database scan is stopped.

Note: The default value was changed from `50` to `200` in release 7.1.

inbound-processor-low-watermark

Default Value: `20`
Valid Values: Any integer greater than `0` and less than the value of `inbound-processor-high-watermark`
Changes Take Effect: After restart

Specifies the minimum number of interactions in the Inbound Processor queue. If the number in the queue falls below this value, a database scan is done to refill the queue.

Note: The default value was changed from `10` to `20` in release 7.1.

inbound-processor-period

Default Value: `00:00:30`
Valid Values: Any valid time period in the `hh:mm:ss` format
Changes Take Effect: Immediately

Specifies the amount of time that Inbound Processor waits before rescanning the database for inbound interactions when no new interactions are found.

inbound-processor-thread-pool-size

Default Value: `5`
Valid Values: Any integer greater than `0`
Changes Take Effect: After restart

Sets the thread pool size for Inbound Processor. This is the maximum number of inbound interactions being processed in parallel.

inbound-submitter-high-watermark

Default Value: `200`
Valid Values: Any integer greater than `0` and greater than the value of `inbound-submitter-low-watermark`
Changes Take Effect: After restart

Specifies the maximum number of interactions in the Inbound Submitter queue. Once the queue reaches this value, the database scan is stopped.

Note: The default value was changed from 50 to 200 in release 7.1.

inbound-submitter-low-watermark

Default Value: 20
Valid Values: Any integer greater than 0 and less than the value of inbound-submitter-high-watermark
Changes Take Effect: After restart

Specifies the minimum number of interactions in the Inbound Submitter queue. If the number in the queue falls below this value, a database scan is done to refill the queue.

Note: The default value was changed from 10 to 20 in release 7.1.

inbound-submitter-period

Default Value: 00:00:30
Valid Values: Any time period in the hh:mm:ss format
Changes Take Effect: Immediately

Specifies the amount of time that Inbound Submitter waits before rescanning the database for inbound interactions when no new interactions are found.

inbound-submitter-thread-pool-size

Default Value: 5
Valid Values: Any integer greater than 0
Changes Take Effect: After restart

Specifies the thread-pool size for Inbound Submitter. This is the maximum number of inbound interactions being submitted to Interaction Server in parallel.

ixn-server-cnx-max-idle-time

Default Value: 00:05:00
Valid Values: Any valid time period in hh:mm:ss format
Changes Take Effect: After restart

In the connection pool to Interaction Server, specifies the amount of time a connection to Interaction Server can stay Idle before the connection is closed.

leave-msg-on-server

Default Value: FALSE
Valid Values: TRUE, FALSE
Changes Take Effect: At the next pop cycle

Specifies whether retrieved incoming messages should be deleted from a corporate e-mail server after being successfully downloaded.

Note: Leaving messages on a corporate e-mail server works only when you are using IMAP protocol; it does not work when you are using POP3 protocol.

mail.<javamail-property>

Default Value: No default value
Valid Values: Depends on the specific property; see reference below
Changes Take Effect: At the next POP cycle

You can set certain JavaMail properties by simply adding them as option names to the E-mail Server Java's pop-client section. One example would be mail.pop3.disabletop, with value true. For a list of the JavaMail properties that you are allowed to set in this manner, and for further explanation, see the "Ongoing Administration and Other Topics" chapter of the Multimedia 7.6 User's Guide.

mailbox

Default Value: No default value
Valid Values: Any valid account name
Changes Take Effect: At the next pop cycle

Specifies the login name associated with the POP/IMAP account. You set this value during the E-mail Server Java setup.

Note: In the E-mail Server Java log file, mailbox does not refer to this login option, but instead refers to the address option also found in this pop-client xxx section. You use the address option both to specify the mailbox address and to fill the From field in outgoing reply e-mails. For more information about the address option, see the address (pop-client section) option on page 77.

max-cnx-to-ucs

Default Value: 30
Valid Values: Any non-zero positive integer
Changes Take Effect: After restart or reconnection to UCS if the connection is closed

Specifies the maximum number of UCS API calls (for example, creating, updating, looking for an object in the UCS database) that E-mail Server Java can simultaneously perform on its connected UCS. This limitation of throughput from E-mail Server Java to UCS helps avoid overloading UCS if several other applications are connected to the same UCS that has many open connections.

maximum-msg-number

Default Value: `500`
Valid Values: Any integer greater than `0`
Changes Take Effect: At the next pop cycle

Specifies the maximum number of messages that E-mail Server Java can retrieve during an incoming cycle for this account.

`Note`: The default value was changed from `50` to `500` in release 7.

---

maximum-msg-size

Default Value: `5`
Valid Values: Any integer greater than `0`
Changes Take Effect: At the next pop cycle

Specifies the maximum size (in MB) of an incoming message. Also see the option `delete-big-msg` on page 83.

ndr-senders-list

Default Value: `mailer-daemon,postmaster,mmdf`
Valid Values: Any valid string or comma-separated list of strings
Changes Take Effect: Immediately

Specifies the string used to identify nondelivery report (ndr) e-mails when the message does not comply with RFC1891. In this case, E-mail Server Java tries to match the `From` field of the inbound e-mail with each string defined in this option. If the match is successful, the e-mail is considered an ndr e-mail.

outbound-class-name

Default Value: No default value
Valid Values: A fully qualified transformer class name
Changes Take Effect: Immediately

Specifies the fully qualified Java class name of the custom outbound transformer, in the format `email.transformer.outbound.MyClass`, where `email.transformer.outbound` is the package name, and `MyClass` is the class name.

outbound-keep-sent-mime

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: Immediately
Specifies whether the mime content after transformation of an outgoing e-mail is saved in the Universal Contact Server database in addition to the initial content. If set to `TRUE`, the mime content of the sent message is saved. If set to `FALSE`, it is not saved.

outbound-msg-charset

Default Value: `utf-8`
Valid Values: Any valid character set, IANA (Internet Assigned Numbers Authority)–registered
Changes Take Effect: Immediately

Specifies the default character set used to encode all outgoing messages.

outbound-msg-thread-pool-size

Default Value: `10`
Valid Values: Any integer greater than `0`
Changes Take Effect: Immediately

Specifies the thread-pool size for sending outbound messages. This is the maximum number of outbound messages being sent to SMTP server in parallel.

outbound-submitter-high-watermark

Default Value: `200`
Valid Values: Any integer greater than `0` and greater than the value of `outbound-submitter-low-watermark`
Changes Take Effect: After restart

Specifies the maximum number of interactions in Outbound Submitter. Once the queue reaches this value, the database scan is stopped.

Note: The default value was changed from `50` to `200` in release 7.1.

---

outbound-submitter-low-watermark

Default Value: `20`
Valid Values: Any integer greater than `0` and less than the value of `outbound-submitter-high-watermark`
Changes Take Effect: After restart

Specifies the minimum number of interactions in the Outbound Submitter queue. If the number in the queue falls below this value, a database scan is done to refill the queue.

Note: The default value was changed from `10` to `20` in release 7.1.

---

outbound-submitter-period

Default Value: `00:00:30`
Valid Values: Any time period in `hh:mm:ss` format
Changes Take Effect: Immediately

Specifies the amount of time that Outbound Submitter waits before rescanning the database for outbound interactions, when no new interactions are found.

outbound-submitter-thread-pool-size

Default Value: `5`
Valid Values: Any integer greater than `0`
Changes Take Effect: After restart

Specifies the thread-pool size for Outbound Submitter. This is the maximum number of outbound interactions being submitted to Interaction Server in parallel.

password

(In the `pop-client` section)
Default Value: No default value
Valid Values: Any string or none
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: No default value
Valid Values: Any string or none
Changes Take Effect: Immediately

In the `pop-client` section, specifies the password associated with this account. You set this value during E-mail Server Java setup.

In the `smtp-client` section, specifies the password used to authenticate the user with respect to the corporate e-mail server when sending out messages. This applies only when you have set `enable-authentication` (page 83) to `TRUE`.

port

(In the `pop-client` section)
Default Value: `110`
Valid Values: Any valid port number
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: `25`
Valid Values: Any valid port number
Changes Take Effect: Immediately

Specifies the port number for connecting to the corporate e-mail server. Allows the port to be changed for access through a firewall.

Note: For the `pop-client` section, commonly used values are `110` for `POP3` and `143` for `IMAP`.

---

protocol-timeout

(In the `pop-client` section)
Default Value: `00:05:00`
Valid Values: Any time period in the `hh:mm:ss` format
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: `00:05:00`
Valid Values: Any time period in the `hh:mm:ss` format
Change Take Effect: Immediately

Whether in the `pop-client` or `smtp-client` section, specifies the message timeout value. The timeout is raised if the corporate e-mail server does not reply to protocol messages sent to it within the time specified for this option.

You may want to adjust the timeout value to handle large messages. If the timeout expires before a message has finished processing, the following may occur:

- A large incoming message may be repeatedly resubmitted, blocking processing of all following messages. Prevent this by increasing the value for this option in the `pop-client` section.
- A large outgoing message may result in a `Send` service failure. Prevent this by configuring this option in the `smtp-client` section.

`Note`: The default value was changed from `5:00` to `00:05:00` in release 7, because the format changed for valid values.

---

quote-from

Default Value: `From:`
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the string used when quoting the original message to indicate the sender of the original message.

quote-prefix

Default Value: `>`
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the prefix to insert at line beginnings when quoting the original message's content.

quote-sent

Default Value: `Sent:`
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the string used when quoting the original message to indicate the date the original message was sent.

quote-separator

Default value: `----- Original Message -----`
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the string used to separate an e-mail response from the quotation of the original message.

quote-subject

Default Value: `Subject:`
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the string used when quoting the original message to indicate the subject of the original message.

server

(In the `pop-client` section)
Default Value: No default value
Valid Values: Any valid host name or IP address
Changes Take Effect: At the next pop cycle

(In the `smtp-client` section)
Default Value: No default value
Valid Values: Any valid host name or IP address
Changes Take Effect: Immediately

In the `pop-client` section, specifies the host name or IP address of the corporate e-mail server on which the account resides.

In the `smtp-client` section, specifies the name of the corporate SMTP server.

You set the value during E-mail Server Java setup.

socket-timeout

Default Value: `00:02:00`
Valid Values: Any time period in the `hh:mm:ss` format
Changes Take Effect: Immediately

Sets the input/output timeout value for connections to Interaction Server. The timeout is triggered when Interaction Server does not reply within the specified amount of time. Setting the timeout value to `00:00:00` means that there is an infinite timeout period.

subject-forward-prefix

Default Value: `Fwd:`
Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when forwarding a message.

subject-reply-prefix

Default Value: `Re:`
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when replying to a message.

subject-threading-substrings

Default Value: `re:, reply, out of office, out of the office`
Valid Values: Any valid string or comma-separated list of strings
Changes Take Effect: Immediately

Defines the list of string substring tokens to remove from the start of the e-mail Subject, to normalize the subject. When finding the parent interaction for an e-mail, E-mail Server Java first uses the MIME-based threading mechanism. (The `In-Reply-To` or `References E-mail` header text boxes contain parent interaction `MIME id`.) The server searches for substrings in the `Subject` text box to determine whether it is a reply. If the server finds such a substring, it attempts to thread the e-mail by Subject.

If the server does not find a substring, it tries to look for an existing e-mail with the same Subject. When doing so, the server bases the Subject lookup and comparison on the normalized subject, which is computed from the e-mail Subject by removing any leading token defined by this option.

Configure this option to avoid autobot wars. For information about autobots, see the "E-Mail Objects" section in Chapter 3 of the *Universal Routing 7.6 Reference Manual*.

Note: In release 7, the default value was changed from no default value to `re:; reply, out of office; out of office`.

---

third-party-max-queueing-time

Default Value: `15000`
Valid Values: Any integer greater than `0`
Changes Take Effect: After restart

Specifies the maximum time (in milliseconds) that third-party requests from Interaction Server wait in the E-mail Server Java queue before being considered too old and rejected. These requests are related to routing blocks that E-mail Server Java implements, such as `Autoresponse, ACK` (for acknowledgement), `Forward,` and so on.

third-party-pool-size

Default Value: `50`
Valid Values: Any integer greater than `1`
Changes Take Effect: After restart

Specifies the thread-pool size for Service processing.

type

Default Value: `POP3`
Valid Values: `POP3, IMAP`
Changes Take Effect: At the next pop cycle

Specifies the protocol used to retrieve incoming messages from a corporate e-mail server.

`Note`: Remember to set the value of the `port` option (see page 95), which corresponds to this setting. For example, if you are using the IMAP protocol, the commonly used port is `143`.

---

ucs-duplex-mode

Default Value: `FALSE`
Valid Values: `TRUE, FALSE`
Changes Take Effect: After restart

Enables (`TRUE`) or disables (`FALSE`) the communication between Universal Contact Server and E-mail Server Java in duplex mode. Duplex mode allows bidirectional communication between Universal Contact Server and E-mail Server Java through firewalls or NAT routers. Duplex mode must be enabled both on UCS (with the `ucsapi-duplex-mode` option) and on E-mail Server Java (with the `ucs-duplex-mode` option) for the duplex mode to be used.

user

Default Value: No default value
Valid Values: Any valid logon user name
Changes Take Effect: Immediately

Specifies the name used to log in to the corporate e-mail server. This option applies only when you have set `enable-authentication` to `TRUE`.

webapi-port

Default Value: `7777`
Valid Values: Any valid port number
Changes Take Effect: After restart

Specifies the incoming listening port of the entry point for Web-Form processing for Web API Server.

Note: This option applies only if you set `enable-web-form` (see page 87) to `TRUE`.

worker-threads

Default Value: `5`
Valid Values: Any integer greater than `0`
Changes Take Effect: After restart

Specifies the number of worker threads to launch for Web-Form processing. This does not need to be a large number because a single thread can handle many client connections. This value also specifies the maximum number of simultaneous connections E-mail Server Java accepts from Web API Server.

Note: This option applies only if you set `enable-web-form` (see page 87) to `TRUE`.

x-user-defined

Default Value: `us-ascii`
Valid Values: Any encoding that JRE 1.4.2 supports
Changes Take Effect: After restart

In the `email-encoding` section, maps the encoding used by incoming e-mail to the replacement encoding used by E-mail Server Java. With a value of `us-ascii`, the encoding for incoming e-mails is converted to us-ascii.

For a list of encodings that JRE 1.4.2 supports, see `http://java.sun.com/j2se/1.4.2/docs/guide/intl/encoding.doc.html`.

In the `email-encoding` section, you can configure other options that handle problems with retrieving e-mails with other unknown encodings similar to the `x-user-defined` option. For example, if you experience problems with other bad encodings, you can configure an `other-bad-encoding` option with a value of `iso-8859-1` to handle them.

Note: The supported encoding for valid values changed from JRE 1.4.1 to JRE 1.4.2 in the 7.1 release.

Log Options

Except for the `messagefile` option, all log options for E-mail Server Java are identical to those for other servers specific to Multimedia 7.6. See “Common Log Options and Servers” on page 17 for a list of these options.

For E-mail Server Java, the value for the `messagefile` option is `EmailServer.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Note: In release 7.x, the period used to reload logging options is internally fixed to `30 seconds`, therefore the `ParamsReloadPollingPeriod` option is no longer required.

Co-Browsing Server Options

This section describes the configuration options available for Web Collaboration's Co-Browsing Server. Use Configuration Manager to view or change these options. See Page 16 for information on accessing configuration options.

Co-Browsing Server options are on the Options tab of the Properties window.

Table 12 lists the sections on the Options tab of the Properties window and the options that belong in each section.

Table 12: Co-Browsing Server Configuration Options

Section	Option	New/Existing	See Page
General	alias	Existing	Page 101
	web-server-host	Existing	Page 102
Log	messagefile	Existing	Page 101

Option descriptions follow.

alias

Default value: None
Valid values: Any four ASCII characters
Changes Take Effect: Upon restart of a server

A short name for the Co-Browsing Server. This option is used for load balancing.

messagefile

Default value: `cobrowse.lms`
Valid values: `cobrowse.lms`
Changes Take Effect: Immediately

Name of the Co-Browsing Server message file.

web-server-host

Default Value: No default value
Valid Values: The fully qualified domain name of a web server that is used by KANA Response Live Co-Browse Server
Changes Take Effect: Immediately

Specifies the fully qualified domain name of the web server that is used by KANA Response Live Co-Browse Server. This option is used by the Load Balancing Servlet that is part of Web API Server. It is used for load-balancing of Co-Browsing Servers that have web servers installed on a separate host from the servlet engine.

Log Options

Except for the `messagefile` option, all log options for Co-Browsing Server are identical to those for other servers specific to Multimedia 7.6. See “Common Log Options and Servers” on page 17 for a list of these options.

For Co-Browsing Server, the value for the `messagefile` option is `cobrowse.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Classification Server Options

This section describes the configuration options for Classification Server. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

Classification Server options are on the `Options` tab of the `Properties` dialog box. Table 13 lists the sections on this tab and the options that belong in each section.

Table 13: Classification Server Configuration Options

Section	Option	New/Existing	See Page
cengine	log-level	Existing	Page 103
	log-path	Existing	Page 103
	model-check-interval	Existing	Page 104
	model-storage	Existing	Page 104
	subject-body-header	Existing	Page 104
license	license-file	Existing	Page 103

Table 13: Classification Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
log	messagefile	Existing	Page 104
settings	hide-attached-data	Existing	Page 103

Option descriptions follow.

Note: If the default value of an option differs from that in the application template, consider the value in the template more accurate.

hide-attached-data

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

Prohibits, or allows, the printing of attached data in the log output. The default value (`true`) prohibits printing.

license-file

Default Value: No default value
Valid Values: Any valid port address in the format,
`<your_license_server_port>@<your_license_server_host>`
or the full path to the license file
Changes Take Effect: After restart

Specifies the location of the license file.

log-level

Default Value: `standard`
Valid Values: `standard, none`
Changes Take Effect: Immediately

Sets the logging level for Classification Server.

Note: The default value changed from `all` to `standard` in the 7.x releases.

log-path

Default Value: `CEngineLog`
Valid Values: Any valid path
Changes Take Effect: Immediately

Sets the path to the `Classification Server Log` directory.

model-check-interval

Default Value: 1
Valid Values: Any positive integer
Changes Take Effect: Immediately

Sets the time period interval–in seconds–at which Classification Server checks the Contact Server database to see if:

- Classifications models were created or deleted.
- The state (Active/Not Active) of any classification model changed.
- Any screening rules were created, deleted, or changed.

Note: The units for this option were changed from minutes (as they were in release 7) to seconds in release 7.1.

model-storage

Default Value: ModelStorage
Valid Values: Any valid path
Changes Take Effect: Immediately

Sets the path to the directory for storing training models.

Note: The default value was changed from ./ModelStorageDirectory to ModelStorage in release 7.

subject-body-header

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening. A value of true means screening rules treat the Subject, Body, and Header fields as a single unit when doing matching. If set to false, the screening rules scan the Subject, Body and Header separately.

Note: Be sure this option has the same value as the Knowledge Manager option of the same name, located in that component's general section.

Log Options

Except for the messagefile option, all log options for Classification Server are identical to those for other servers specific to Multimedia 7.6. See "Common Log Options and Servers" on page 17 for a list of these options.

For Classification Server, the value for the messagefile option is iknowserver.lms.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Training Server Options

This section describes the configuration options for Training Server. Use Configuration Manager to view or change these options. See page 16 for information on accessing configuration options.

Training Server options are on the `Options` tab of the `Properties` dialog box. Table 14 lists the sections on this tab and the options that belong in each section.

Table 14: Training Server Configuration Options

Section	Option	New/Existing	See Page
cengine	log-level	Existing	Page 105
	log-path	Existing	Page 105
	model-check-interval	Existing	Page 106
	model-storage	Existing	Page 106
log	messagefile	Existing	Page 106

Option descriptions follow.

Note: If the default value of an option differs from that in the application template, consider the value in the template more accurate.

log-level

Default Value: `standard`
Valid Values: `all, standard, none`
Changes Take Effect: Immediately

Sets the logging level for Training Server.

Note: The default value changed from `all` to `standard` in the 7.x releases.

log-path

Default Value: `CEngineLog`
Valid Values: Any valid path
Changes Take Effect: Immediately

This option sets the path to the `Training Server Log` directory.

model-check-interval

Default Value: `30`
Valid Values: Any positive integer
Changes Take Effect: Immediately

Sets the time period interval—in seconds—at which Training Server checks the Contact Server database to see whether any new training jobs were created (that is, whether there were any requests to create or test classification models).

`Notes`: The default value for this option was changed from 1 to 30 in the 7.5 release.

The units for this option were changed from minutes (as they were in release 7) to seconds in 7.1.

---

model-storage

Default Value: `ModelStorage`
Valid Values: Any valid path
Changes Take Effect: Immediately

Sets the path to the directory for storing training models.

Log Options

Except for the `messagefile` option, all log options for Training Server are identical to those for other servers specific to Multimedia 7.6. See “Common Log Options and Servers” on page 17 for a list of these options.

For Training Server, the value for the `messagefile` option is `iknowserver.lms`.

For a description of log options, see the *Framework 7.6 Configuration Options Reference Manual*.

Knowledge Manager Options

This section describes the configuration options for Knowledge Manager. Use Configuration Manager to view or change these options. (See “Setting Options” on page 16 for general information about accessing configuration options.)

Knowledge Manager options are on the `Properties` dialog box’s `Options` tab. Table 15 lists only two sections (`general` and `training`) that appear on that tab, along with the options that belong in that section. A third configuration section, not listed on the `Options` tab, is called `Training` and contains internal options.

Warning! Do not change the Training section options unless a Genesys Technical Support representative directs you to do so.

Table 15: Knowledge Manager Configuration Options

Section	Option	New/Existing	See Page
general	log-file	Existing	Page 107
	log-level	Existing	Page 107
	update-cfg	Existing	Page 108
	subject-body-header	Existing	Page 108
training	training-license	Existing	Page 107

Option descriptions follow.

Note: If the default value of an option differs from that in the application template, consider the value in the template more accurate.

log-file

Default Value: No default value
Valid Values: Any file name
Changes Take Effect: After restart

Specifies the filename for the Knowledge Manager log.

log-level

Default Value: `debug`
Valid Values: `debug, normal`
Changes Take Effect: After restart

Specifies the log level that is printed.

- A value of `normal`, prints error information and also essential connection information to Universal Contact Server and Configuration Server.
- A value of `debug`, prints debug information, error information, and also essential connection information to Universal Contact Server and Configuration Server.

training-license

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

Enables you to use content analysis and is associated with the Classification Server Content Analysis license. The license is required so that Classification Server can process classification requests.

The value is automatically set to `true` if, as you use the Deployment Wizard, you answer `Yes` to the question asking whether you installed the Classification Server Content Analysis license.

Otherwise, the value is set to `false`. If you install the Classification Server Content Analysis license later, you must manually change this option value from `false` to `true`.

subject-body-header

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

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening. A value of `true` means screening rules treat the Subject, Body, and Header fields as a single unit when doing matching. If set to `false`, the screening rules scan the Subject, Body and Header separately.

Notes: For a screening rule to apply to these fields, you must also select the `Subject, Body,` and `Header` check boxes in the `Screening Rule Editor,` as in previous releases.

Be sure this option has the same value as the Classification Server option of the same name, located in that component's `cengine` section.

---

update-cfg

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

If set to `true,` Knowledge Manager dynamically updates data from Configuration Server without requiring the user to click the `Refresh` button. Knowledge Manager reloads the following information:

- Tenant list for Universal Contact Server
- Language list for each tenant
- Agent list, if used during the creation of Training objects
- EmailAccounts list, if used during the creation of Screening rules

---

Warning! If you set this option to `true,` you might experience slow performance when building a Training Object with a large number of agents (several thousand). To improve performance, set this option to `false`.

If set to `false`, changes made to such configuration information—for example, the addition of a new agent—will be loaded to Knowledge Manager only after it is restarted.

Disconnect Detection Protocol for Components

A disconnect detection protocol, either Advanced Disconnect Detection Protocol (ADDP) or others, is used for detecting a connection failure with servers to which another component connects as a client. For the components that support ADDP, you can configure it on the `Connections` tab of the `Properties` dialog box.

Table 16 lists the Client names, the associated servers in their `Connections` tab, and the type of disconnect detection protocol each supports.

Table 16: Servers and ADDP Connection Support

Client Name	Server Name	Disconnect Detection Protocol
Interaction Server	Configuration Server	ADDP
	DB Server	ADDP
	Message Server[d]	ADDP
	Stat Server	ADDP
	ESP Servers: • Universal Contact Server • Classification Server • E-mail Server Java • Outbound Contact Server • Chat Server • Any other custom servers	ADDP
Interaction Server Proxy	Configuration Server	ADDP
	Message Server[d]	ADDP
	Interaction Server	ADDP
Universal Contact Server	Configuration Server	ADDP
	Message Server[d]	ADDP
	Stat Server	Not Supported

Table 16: Servers and ADDP Connection Support (Continued)

Client Name	Server Name	Disconnect Detection Protocol
Universal Contact Server Proxy	Configuration Server	ADDP
	Message Server[d]	ADDP
	Universal Contact Server	ADDP
Universal Contact Server Manager	Universal Contact Server	Proprietary RMI ping[b]
E-mail Server Java	Configuration Server	ADDP
	Message Server[d]	ADDP
	Interaction Server	Not Supported
	Universal Contact Server	Proprietary RMI ping[b]
Web API Server	Configuration Server	ADDP
	Message Server[d]	ADDP
	Solution Control Server	Proprietary SCS ping[a]
	Chat Server	Not Applicable[e]
	E-mail Server Java	Not Applicable[e]
	Universal Contact Server	Not Applicable[e]
	Stat Server	Not Supported
	Interaction Server	Not Applicable[e]
	Co-Browsing Server	Not Applicable[e]
Co-Browsing Server	Configuration Server	ADDP
	Message Server	ADDP
Chat Server	Configuration Server	ADDP
	Message Server[d]	ADDP
	Interaction Server	ADDP
	Universal Contact Server	ADDP

Table 16: Servers and ADDP Connection Support (Continued)

Client Name	Server Name	Disconnect Detection Protocol
Classification Server	Configuration Server	ADDP
	Message Server[d]	ADDP
	Universal Contact Server	Proprietary RMI ping[b]
Training Server	Configuration Server	ADDP
	Message Server[d]	ADDP
	Universal Contact Server	Proprietary RMI ping[b]
Knowledge Manager	Universal Contact Server	Proprietary RMI ping[b]
	Configuration Server	Not Supported
AIL (Agent Interaction Layer)	Chat Server	ADDP[c]
	Universal Contact Server	Proprietary RMI ping[b]
	Configuration Server	ADDP
	Interaction Server	ADDP
	Interaction Server Proxy	ADDP

a. Proprietary implementation of disconnection detection via sending a special management protocol packet to SCS.

b. Proprietary implementation of disconnection detection via sending a ping packet over RMI protocol.

c. Must be specified in the `chat-addp-protocol` option (with value of `true`) in the Genesys Desktop–Agent application because there are no connections to Chat Server (host and port comes in the attached data of the `Invite` event from Interaction Server). ADDP connection parameters (`trace = both, timeout = 30, remote-timeout = 30`) are hardcoded into AIL.

d. The Message Server connection is optional and is needed only if you intend to output logs to the Message Server. Also, ADDP to the Message Server is controlled internally by the Genesys Log library.

e. Web API Server does not keep a persistent connection with this server—instead, it establishes a separate connection each time it needs to send a request.

> `Note:` You do not configure Proprietary detection in Configuration Manager/Configuration Server.

Configure each Client Application object as follows:

1. Launch Configuration Manager.

2. In the Applications folder, double-click the Application object to open its Properties dialog box.
3. Select the Connections tab.

   This tab lists the servers to which the application connects.

On the Connections tab for each server that supports ADDP, do the following:

1. Double-click the server name in this list to open its Properties dialog box.
2. Type addp in the Connection Protocol text box.

   Protocol specifies the method for detecting connection failures between two or more servers and determining the operational status of these servers. The value of addp activates ADDP.
3. Enter the Local Timeout and Remote Timeout values in their respective text boxes.

   These boxes specify the timeout (in milliseconds) between the moment an ADDP signal is no longer received and the generation of a Server Disconnected event. The specified value must be greater than twice the round-trip ADDP polling time to servers.

   Local Timeout is the heartbeat-polling interval (in milliseconds) on a client side. Remote Timeout is the heartbeat-polling interval (in milliseconds) on a server side. A valid value is any positive integer.
4. From the Trace Mode drop-down list, select a trace level (Trace On Both Sites, Trace On Client Site, or Trace On Server Site).

   Trace specifies the level of the ADDP log.
5. Click OK to close the server Properties dialog box.
6. After specifying the ADDP option for the servers, click OK to close the Properties dialog box.

Chapter

2 Field Codes in Standard Responses

This chapter describes field codes used in standard responses and includes the following topics:

Overview

With field codes, you can compose standard responses that are automatically personalized when they are used. This feature is very similar to the Mail-Merge feature in word-processing applications such as Microsoft Word.

Consider, for example, this standard response:

```
Dear <$Contact.FirstName$>,
.
. . .
<$Agent.Signature$>
```

This response has two field codes. When an agent inserts this response into an e-mail, the first field code, `<$Contact.FirstName$>`, is replaced by the contact's first name as it appears in Universal Contact Server. The second field code, `<$Agent.Signature$>`, is replaced by the agent's signature as it appears in Configuration Manager.

For example, if an agent named Danielle uses this standard response while replying to an e-mail from a contact named Sam, the result might look like this:

```
Dear Sam,
.
Thank you for choosing Acme Wickets.
Sincerely,
Danielle Rather
```

```
Customer Support Specialist
www.AcmeWickets.com
```

See the *Multimedia 7.6 User's Guide* for information on how use fields codes in standard responses.

Reference

This section lists and describes field codes for standard responses.

Escape Codes and Sequences

Since the delimiters `<$` and `$>` have special meanings when they appear in field codes, you cannot include them "as is" in a standard response. If you want to write a standard response that includes either or both of these field code delimiters, you must insert a space between the two symbols that make up each delimiter. For example, here is a valid standard response:

```
These field codes are great! You begin them with < $ and end them
with $ >.
```

Data Types

Number

You use numbers in field code formulas in much the same way you would in other applications, such as Microsoft Excel. All arithmetic calculations are performed internally using floating point arithmetic (with the decimal point). Rounding occurs only during formatting.

When you write numbers in formulas, you can use scientific notation (for example, `12.34e-2` is the same as `0.1234`).

Table 17 lists the operators that you can use with numbers. (Some rows show more than one symbol for the same operator. In these cases, the symbols are synonyms.)

Table 17: Operators

Operator	Description	Example	Result
-	Unary Minus	-4	-4
^	Exponentiation	2^3	8
*	Multiplication	2*3	6
/	Division	8/2	4

Table 17: Operators (Continued)

Operator	Description	Example	Result
Mod	Modulus (Remainder)	14 Mod 5	4
+	Addition	2 + 3	5
-	Subtraction	2 – 3	-1
> GT	Greater Than	2 > 3	False
>= GE	Greater Than or Equal To	2 >= 2	True
< LT	Less Than	2 < 3	True
<= LE	Less Than or Equal To	2 <= 3	True
= == EQ	Equal To	2 = 3	False
<> != NE	Not Equal To	2 <> 3	True
:	Format	2 : "#.##"	2.00

String

Use the `String` data type to represent textual data. When you write a string in a formula, you must enclose it in double quotation marks. For example:

```
"The sixth sheik's sixth sheep's sick."
```

You can use the escape sequences shown in Table 18 to include special characters in a string, such as tabs or carriage returns.

Table 18: Escape Sequences

Escape	Translates to
\a	Alert (Bell)
\b	Backspace
\f	Form Feed

Table 18: Escape Sequences (Continued)

Escape	Translates to
\n	Line Feed (Newline)
\r	Carriage Return
\t	Horizontal Tab
\v	Vertical Tab
\'	Single Quotation Mark
\"	Double Quotation Mark
\\	Backslash

Table 19 lists the operators that you can use with strings. All the comparison operators are case insensitive. (Some rows show more than one symbol for the same operator. In these cases, the symbols are synonyms.)

Table 19: Operators and Strings

Symbol	Meaning	Example	Result
+	Concatenation	"How" + "die"	`"Howdie"`
> GT	Greater Than	"A" > "B"	`False`
>= GE	Greater Than or Equal To	"A" >= "B"	`False`
< LT	Less Than	"A" < "B"	`True`
<= LE	Less Than or Equal To	"A" <= "a"	`True`
= == EQ	Equal To	"A" = "a"	`True`
<> != NE	Not Equal To	"A" NE "B"	`True`

Date/Time

`Date/Time` values in field-code formulas represent specific moments (for example, February 3, 2002, at 10:03:55 AM). The most common operations performed on `Date/Times` are comparisons (for example, `<`, `=`, and so on).

If you subtract two `Date/Time` values, the result is the number of days between them. See Table 20 for examples.

Table 20: Data/Time Example 1

Formula	Result
Date(2002, 11, 23) – Date(2002, 11, 22)	`1`
Date(2002, 11, 22) – Date(2002, 11, 23)	`-1`
Date(2002, 11, 23) – Date(2002, 11, 23, 12)	`-0.5`

If you add (or subtract) a number to (from) a `Date/Time`, the result is the `Date/Time` moved forward (or backward) by that many days. See Table 21 for examples.

Table 21: Date/Time Example 2

Formula	Result
Date(2003, 11, 23) + 1	`2003-11-24 00:00:00`
Date(2003, 11, 23) – 0.5	`2003-11-22 12:00:00`

Boolean

Set Boolean values in field-code formulas to either `True` or `False`. You can use the `True` and `False` keywords to write a Boolean value explicitly, although this is rarely required. Comparison operators (for example, `<`, `=`, and so on) always yield Boolean results.

Table 22 lists the operators that you can use with Booleans. (Some rows show more than one symbol for the same operator. In these cases, the symbols are synonyms.)

Table 22: Operators and Booleans

Symbol	Meaning	Example	Result
Not !	Unary Not	Not False Not True	`True` `False`

And
&&
	Logical And	False And False
		False And True
		True And False
		True And True
			`False`
			`False`
			`False`
			`True`

Or
||
	Logical Or	False Or False
		False Or True
		True Or False
		True Or True
			`False`
			`True`
			`True`
			`True`

XOr	Logical Exclusive Or	False XOr False
		False XOr True
		True XOr False
		True XOr True
			`False`
			`True`
			`True`
			`False`

= == EQ	Equal To	True = False	`False`
<> != NE	Not Equal To	True <> False	`True`

Operator Precedence

Table 23 lists all the operators that you can use in field-code formulas. Unary operators are shown with `[Unary]` after their symbols. The operators are listed in order of precedence, with operators of higher precedence above those of lower precedence. Operators in the same row have the same precedence. If two operators of the same precedence are used in a formula, then they are computed left to right if they are binary, and right to left if they are unary. You can write some operators using more than one symbol. In these cases, the alternatives are shown in parentheses.

Table 23: Operator Precedence

Operator
+ [Unary], - [Unary]
^
*, /, Mod
+, -
< (LT), <= (LE), > (GT), >= (GE), = (==, EQ), <> (!=, NE)
Not (!) [Unary]
And (&&)
XOr
Or (||)
:

Named Constants

Table 24 lists keywords that are equivalent to certain useful values. Many of these values can be represented in other ways, but the keywords are provided for convenience.

Table 24: Keyword Equivalents

Keyword	Equivalent
iccCr	"\r"
iccLf	"\n"
iccCrLf	"\r\n"
iccBackslash	"\\"
Null	None
True	None
False	None
Pi	3.14159265358979
E	2.71828182845904

String Functions

Find

Description

Finds a substring within a string. Returns the `0`-based character position of the found substring. Returns `–1` if the substring is not found.

Syntax

Find(*SearchIn, SearchFor*)

Table 25: Find String

Argument	Description
SearchIn	The string to search in
SearchFor	The string to search for

Remarks

Table 26: Examples of Find String

Example	Result
<$Find("Hello, World!", "H")$>	`0`
<$Find("Hello, World!", "lo")$>	`3`
<$Find("Hello, World!", "Qbert")$>	`-1`

Left

Description

Returns a string containing a specified number of characters from the left side of a specified string.

Syntax

Left(*String, Number*)

Table 27: Left String

Argument	Description
String	The string from which the leftmost characters are returned.
Number	The number of characters to return. If `0`, an empty string ("") is returned. If greater than the length of *String*, then the entire string is returned.

Remarks

Table 28: Examples of Left String

Example	Result
<$Left("Hello, World!", 5)$>	`"Hello"`
<$Left("Hello, World!", 0)$>	`""`
<$Left("Hello, World!", 25)$>	`"Hello, World!"`

Length

Description

Returns the length of a string.

Syntax

Length(*String*)

Remarks

Table 29: Example of Length String

Example	Result
<$Length("Hello")$>	`5`

Mid

Description

Returns a specified substring of a string.

Syntax

Mid(*String, Start, Length*)

Table 30: Mid String

Argument	Description
String	The string from which the substring is returned.
Start	The `0`-based character position at which the substring begins. If *Start* is greater than the length of *String*, then an empty string ("") is returned.
Length	The number of characters to return. If *Length* is `0`, then an empty string ("") is returned. If *Length* is greater than the portion of *String* after *Start*, then all the characters after *Start* are returned.

Remarks

Table 31: Examples of Mid String

Example	Result
<$Mid("Hello, World!", 2, 3)$>	"llo"
<$Mid("Hello, World!", 25, 5)$>	""
<$Mid("Hello, World!", 7, 25)$>	"World!"

Replace

Description

Returns a string in which all instances of a specified substring have been replaced with another string.

Syntax

Replace(*String, Find, ReplaceWith*)

Table 32: Replace String

Argument	Description
String	The string containing the substring to replace
Find	The substring to search for
ReplaceWith	The replacement string

Remarks

Table 33: Examples of Replace String

Example	Result
<$Replace("Hello", "l", "*")$>	"He**o"
<$Mid("Hello", "j", "*")$>	"Hello"
<$Mid("Hello", "Hello", "")$>	""

Right

Description

Returns a string containing a specified number of characters from the right side of a specified string.

Syntax

Right(*String*, *Number*)

Table 34: Right String

Argument	Description
String	The string from which the rightmost characters are returned.
Number	The number of characters to return. If `0`, an empty string ("") is returned. If greater than the length of *String*, then the entire string is returned.

Remarks

Table 35: Examples of Right String

Example	Result
<$Right("Hello, World!", 5)$>	"orld!"
<$Right("Hello, World!", 0)$>	""
<$Right("Hello, World!", 25)$>	"Hello, World!"

ToLower

Description

Returns a string that has been converted to lowercase.

Syntax

ToLower(*String*)

Remarks

Table 36: Example of ToLower String

Example	Result
<$ToLower("Hello, World!")$>	"hello, world!"

ToUpper

Description

Returns a string that has been converted to uppercase.

Syntax

ToUpper(*String*)

Remarks

Table 37: Example of ToUpper String

Example	Result
<$ToUpper("Hello, World!")$>	"HELLO, WORLD!"

Trim

Description

Returns a copy of a specified string without specified leading or trailing characters.

Syntax

Trim(*String*, [*CharSet*])

Table 38: Trim String

Argument	Description
String	The string from which to trim
CharSet	Optional. The characters to trim. If omitted, then white space (" \t\r\n") is trimmed.

Remarks

Table 39: Examples of Trim String

Example	Result
<$Trim(" Howdie ")$>	"Howdie"
<$Trim("Howdie", "Howd")$>	"ie"
<$Trim("Howdy", "y")$>	"Howd"

TrimLeft

Description

The same as `Trim`, except it trims only leading characters.

Syntax

TrimLeft(*String*, [*CharSet*])

TrimRight

Description

The same as `Trim`, except it trims only trailing characters.

Syntax

TrimRight(*String*, [*CharSet*])

Wrap

Description

Returns a string that has been word-wrapped to a specified line length.

Syntax

Trim(*String*, *LineLength*, [*LinePrefix*, [*Eol*]])

Table 40: Wrap String

Argument	Description
String	The string to wrap.
LineLength	The maximum length, in characters, of any line, including `LinePrefix` (if specified), but not `Eol`.
LinePrefix	Optional. A string to prefix to each line. Often used to “quote” e-mails being replied to. If omitted, lines are not prefixed.
Eol	Optional. A string to use as a line terminator. If omitted, lines are terminated with "\r\n" as usual.

Remarks

Example:

```
<$Wrap(       "Once upon a midnight dreary",
11,
">",
"*\r\n")$>
```

Result:

```
>Once upon*
>a midnight*
>dreary*
```

Date/Time Functions

In release 7.1, the following functions were added back; they had previously been removed in release 7.

- `MonthName`
- `MonthNameShort`
- `WeekdayName`
- `WeekdayNameShort`

The functions in release 7.6 include the following:

Date

Description

Returns a `Date/Time` constructed from individual components or a string.

Syntax

Date(*Year, Month, Day*[, *Hour[, Minute[, Second*]]])

Or

Date(*String[, String]*)

Table 41: Date String

Argument	Description
First argument	The string to parse.
Second argument	Optional. The locale that must be used to parse the first segment. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list.

`Note:` Date*(String[, String])* is not recommended. See the “Remarks” section.

Remarks

- When using the first syntax function, the optional arguments each default to `0` if omitted. For example, `<$Date(1965, 11, 23)$>` is equivalent to `<$Date(1965, 11, 23, 0, 0, 0)$>`.

- When using the second syntax function, the date is constructed by parsing the first string. If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the `email-processing` section is used if present. Otherwise, the platform locale is used. For example:
  - `<$Date("November 23, 1965 9:03 AM")$>` if the `fieldcode-format-locale` option or platform locale is set to `en_US`.
  - `<$Date("23 novembre 1965 21:03:00", "fr_FR")$>`

Note: Avoid using this second syntax function, since it successively tries multiple `Date/Time` patterns in order to parse the first argument and so consumes a great deal of CPU time. Also, these patterns are not very lenient. For example, `<$Date("November 23, 1965, at 9:03 AM")$>` will not parse due to the word `at`. This method of constructing Date/Time values is less exact than specifying the individual components directly, and may yield incorrect results if the day appears before the month.

Day

Description

Returns the numeric day component of a `Date/Time (1 to 31)`.

Syntax

Day(*DateTime*)

Hour12

Description

Returns the numeric hour component of a `Date/Time` based on a 12-hour clock `(1 to 12)`.

Syntax

Hour12(*DateTime*)

Hour24

Description

Returns the numeric hour component of a `Date/Time` based on a 24-hour clock `(0 to 23)`.

Syntax

Hour24(*DateTime*)

IsAm

Description

Returns a Boolean indicating whether a specified `Date/Time` is AM (between midnight and noon). `True` indicates AM and `False` indicates PM.

Syntax

IsAm(*DateTime*)

IsPm

Description

Returns a Boolean indicating whether a specified `Date/Time` is PM (between noon and midnight). `True` indicates PM and `False` indicates AM.

Syntax

IsPm(*DateTime*)

Minute

Description

Returns the numeric minute component of a `Date/Time (0·59)`.

Syntax

Minute(*DateTime*)

Month

Description

Returns the numeric month component of a `Date/Time (1·12)`.

Syntax

Month(*DateTime*)

MonthName

Description

Converts a month number or a Date/Time to a month name.

Syntax

MonthName*(Arg[, String])*

Table 42: MonthName String

Argument	Description
First argument	If it is a numeric value (`1` to `12`), it is converted to the appropriate month name. If it is a Date/Time, the month number is extracted and converted.
Second argument	Optional. The locale that must be used to format the first argument. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the `email-processing` section is used if present. Otherwise, the platform locale is used.

MonthNameShort

Description

The same as the MonthName, but this returns an abbreviated version of the month name instead.

Syntax

MonthNameShort*(Arg[, String])*

Table 43: MonthNameShort String

Argument	Description
First argument	If it is a numeric value (`1` to `12`), it is converted to the appropriate abbreviated name. If it is a Date/Time, the month number is extracted and converted.
Second argument	Optional. The locale that must be used to format the first argument. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the `email-processing` section is used if present. Otherwise, the platform locale is used.

Second

Description

Returns the numeric second component of a `Date/Time (0·59)`.

Syntax

Second (*DateTime*)

Time

Description

Returns a `Date/Time` constructed from individual time components.

Syntax

Time ([*Hour,* [*Minute,* [*Second*]]])

Remarks

The date components of the result (year, month, and day) are set to the current system date. The optional arguments default to `0` if omitted. If all the optional arguments are omitted, then the time is set to the current system time.

Note: The examples in Table 44 assume that the current system date is November 23, 2003, @ 09:03:10.

Table 44: Examples of Time String

Example	Result
<$Time()$>	2003-11-23 09:03:10
<$Time(15)$>	2003-11-23 15:00:00
<$Time(15, 23, 10)$>	2003-11-23 15:23:10

TimeGMT()

Description

Returns a Date/Time set to the current system time and converted to GMT (Greenwich mean time), also called Universal Time Coordinated, or UTC.

Syntax

TimeGMT()

ToTimeZoneDate

Returns a Date/Time constructed from a string and a time zone.

Syntax

ToTimeZoneDate*(DateString, TimeZoneString)*

Remarks

This date is constructed by parsing the <DateString> string and using the specified time zone <TimeZoneString>. Examples include the following:

- <ToTimeZoneDate(Date("November 23, 1965 9:03 AM"), "America/Los_Angeles")>
- <ToTimeZoneDate(Date("11/23/65 9:03:00"), "Europe/Paris")>

Weekday

Description

Returns the numeric weekday component of a `Date/Time` (`0` = Sunday to `6` = Saturday).

Syntax

Weekday (*DateTime*)

Year

Description

Returns the numeric year component of a `Date/Time` with the century.

Syntax

Year (*DateTime*)

WeekdayName

Description

Converts a number of a Date/Time to a weekday name.

Syntax

WeekdayName*(Arg[, String])*

Table 45: WeekdayName String

Argument	Description
First argument	If it is a numeric value (`0` to `6`), it is converted to the appropriate weekday name. If it is a Date/Time, the weekday number is extracted and converted.
Second argument	Optional. The locale that must be used to format the first argument. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the `email-processing` section is used if present. Otherwise, the platform locale is used.

WeekdayNameShort

Description

The same as WeekdayName but this returns an abbreviated weekday name instead.

Syntax

WeekdayNameShort*(Arg[, String])*

Table 46: WeekdayNameShort String

Argument	Description
First argument	If it is a numeric value (`0` to `6`), it is converted to the appropriate abbreviated weekday name. If it is a Date/Time, the weekday number is extracted and converted.
Second argument	Optional. The locale that must be used to format the first argument. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list.

Remarks

- If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the `email-processing` section is used if present. Otherwise, the platform locale is used.

YearShort

Description

Returns the numeric year component of a `Date/Time` without the century (`0 – 99`).

Syntax

YearShort (*DateTime*)

Type Conversion

Bool

Description

Returns a Boolean converted from a number or a string.

Syntax

Bool(*Arg*, [*Default*])

Table 47: Bool String

Argument	Description
Arg	If a number, then converts `0` to `False` and nonzero to `True`. If a string, then converts `Off, No,` and `False` to `False,` and `On, Yes,` and `True` to `True`. If another string, then returns `Default`. If `Default` is omitted, then returns `False`.

Remarks

Table 48: Examples of Bool String

Example	Result
<$Bool(0)$>	`False`
<$Bool(25.23)$>	`True`
<$Bool("Yes")$>	`True`
<$Bool("off", True)$>	`False`
<$Bool("Asteroids")$>	`False`
<$Bool("Asteroids", True)$>	`True`

Num

Description

Returns a number converted from a string.

Syntax

Num (*String[, String]*)

Table 49: Num String

Argument	Description
First argument	The string to be converted. May be expressed in scientific notation. Returns `0` if the string is not recognizable as a number. Ignores nonnumeric characters following the number.
Second argument	Optional. The locale that must be used to parse the first argument. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list.

Remarks

- If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the `email-processing` section is used if present. Otherwise, the platform locale is used.
- For clarity, the results shown in Table 50 appear with three digits after the decimal point and always in the `en_US` format. Default number formatting shows no digits after the decimal point. Use the `Text` function (see page 137) or format operator (`%`) to override the default formatting.

Table 50: Examples of Num String

Example	Result
<$Num("10")$>	`10.000`
<$Num("10.00")$>	`10.000` (Assuming the locale is `en_US`.)
<$Num("10,00", "fr_FR")$>	`10.000` (Note the comma-decimal separator in the first argument.)

Table 50: Examples of Num String (Continued)

Example	Result
<$Num("12e-2")$>	`0.120`
<$Num("12.2e2Zork")$>	`1220.000` (Assuming the locale is `en_US`.)
<$Num("12,2e2Zork", "fr_FR")$>	`1220.000` (Note the comma-decimal separator in the first argument.)
<$Num("Zaxxon")$>	`0.000`

Text

Description

Returns a string converted from an argument of any data type. Use the format operator (:) as shorthand for this function.

Syntax

Text (*Arg[, Pattern[, String]]*)

or

Arg:Pattern

Table 51: Text String

Argument	Description
Arg	The value to be converted
Pattern	Optional. The picture string to use for formatting. If omitted, default formatting is used. The syntax of the picture string depends on the data type (see "Number Formatting (Arg is a Number)").
String	Optional. The locale that must be used to parse the first argument. Some examples include: `en_US` for English (United States), `en_GB` for English (United Kingdom), and `fr_FR` for French (France). See Table 4 on page 24 for a complete list. If the optional argument is omitted, first the E-mail Server Java `fieldcode-format-locale` option (page 24) in the email-processing section is used, if present. Otherwise, the platform locale is used.

Number Formatting (Arg is a Number)

If `Arg` is a number, then the regular expression syntax of the optional pattern string is as follows:

```
#*.?#*
```

Where:

`#`–The pound sign (`#`) represents a digit. Any number of `#`s, including `0` may appear before the decimal character. Specify the minimum number of digits that should appear to the left of the decimal. If the integer part of the formatted number contains fewer than the specified number of digits, the number is padded with leading zeros.

Any number of `#`s, including `0`, may appear after the decimal character. Specify the precision of the fractional part of the number. The number is rounded to the specified precision.

Only the decimal separator in the result is locale dependent (There is no grouping separator).

Table 52 contains some examples.

Table 52: Examples of Number Formatting

Pattern	Arg Value	Locale	Result
""	0	en_US	"0"
""	123.456	en_US	"123"
"#"	0	en_US	"0"
"##"	0	en_US	"00"
"##"	123.456	en_US	"123"
"#."	0	en_US	"0. "
"#."	123.456	en_US	"123. "
".##"	0	en_US	".00"
".##"	0.456	en_US	".46"
".##"	123.456	en_US	"123.46"
".##"	20000.456	en_US	"20000.46" (Note the decimal point separator in the result.)

Table 52: Examples of Number Formatting (Continued)

Pattern	Arg Value	Locale	Result
".##"	123.456	fr_FR	"123,46" (Note the comma-decimal separator in the result.)
".##"	20000.456	fr_FR	"20000,46" (Note the comma-decimal separator in the result.)

Duration Formatting (Arg is a Number)

If Arg is a number, then the regular expression syntax of the optional pattern string is as follows:

```
(<dur>).?#*
```

Where:

- <dur> represents a duration and can be any of the sequences in the following list. (Upper- or lowercase letters are accepted.)
  - HH
  - HH:MM
  - HH:MM:SS
  - MM
  - MM:SS
  - SS
  - H
  - H:MM
  - H:MM:SS
  - M
  - M:SS
  - S

  <dur> may be followed by a .## string, which specifies the precision of the last element of the duration. Any C or % suffixes are ignored. When you format a value as a duration, the value is always assumed to be expressed in days.
- The pound sign (#) represents a digit. Any number of #s, including 0, may appear before the decimal character and specify the minimum number of digits that should appear to the left of the decimal. If the integer part of the formatted number contains fewer than the specified number of digits, the number is padded with leading zeroes.

Any number of #s, including 0, may appear after the decimal character and specify the precision of the fractional part of the number. The number is rounded to the specified precision.

Table 53 contains some examples.

Table 53: Examples of Duration Formatting

Pattern	Arg Value	Locale	Result
"HH"	10.5083	en_US	"11"
"HH.## "	10.5083	en_US	"10.51"
"HH:MM"	10.5083	en_US	"10:30"
"HH:MM.# "	10.5083	en_US	"10:30.5"
"HH:MM:SS"	10.5083	en_US	"10:30:30"
"MM"	10.5083	en_US	"630"
"MM.## "	10.5083	en_US	"630.50"
"MM:SS"	10.5083	en_US	"630:30"
"SS"	10.5083	en_US	"37830"

Currency Formatting (Arg is a Number)

If `Arg` is a number, then the regular expression syntax of the optional parameter string is as follows:

```
#*.?#*[Cc]
```

Where:

- A `C` or a `c` means format as currency. The grouping separator, the decimal separator, and the currency sign in the result are locale dependent.

Table 54 contains some examples

Table 54: Examples of Currency Formatting

Pattern	Arg Value	Locale	Result
"C"	12.34	en_US	"$12.34"
"C"	-12.34	en_US	"($12.34)"
"#.#C"	12.34	en_US	"$12.3"
"#.#C"	-12.34	en_US	"($12.3)"
"C"	12.34	en_GB	"£12.34"
"C"	-12.34	en_GB	"-£12.34"
"#.#C"	12.34	en_GB	"£12.3"

Table 54: Examples of Currency Formatting (Continued)

Pattern	Arg Value	Locale	Result
"#.#C"	-12.34	en_GB	"-£12.3"
".##C"	20000.456	en_US	"$20,000.46" (Note the comma grouping separator and point decimal separator in the result.)
".##C"	20000.456	fr_FR	"20 000,46 €" (Note the decimal comma separator in the result.)

Percentage Formatting (Arg is a Number)

If `Arg` is a number, then the regular expression syntax of the optional pattern string is as follows:

```
#*.?#*%
```

Where:

- The percent sign (`%`) means multiply by 100 and append the locale-dependent sign for percent values. If the `%` appears by itself, the formatter rounds to the nearest integral value and omits a decimal point (equivalent to the format `#%`).

The grouping separator, the decimal separator, and the percent sign in the result are locale dependent.

Table 55 contains some examples.

Table 55: Examples of Percentage Formatting

Pattern	Arg Value	Locale	Result
"%"	0	en_US	"0%"
"%"	0.123456	en_US	"12%"
"#.##%"	0.123456	en_US	"12.35%"
"#.##%"	0.123456	fr_FR	"12,35%" (Note the comma-decimal separator in the result.)

Date/Time Formatting

Use elements from Table 56 to construct a `Date/Time` pattern string. The letters must be in uppercase or lowercase, as shown in the table (for example, `MM` not `mm`). Characters that are not picture elements, or that are enclosed in single

quotation marks, will appear in the same location and unchanged in the output string.

Table 56: Date/Time Pattern Letters

Element	Meaning
d	Day of month as digits, with no leading zero for single-digit days
dd	Day of month as digits, with leading zero for single-digit days
ddd	Day of week as a three-letter abbreviation
dddd	Day of week as its full name
M	Month as digits, with no leading zero for single-digit months
MM	Month as digits, with leading zero for single-digit months
MMM	Month as a three-letter abbreviation
MMMM	Month as its full name
y	Year as last two digits, but with no leading zero for years less than 10
yy	Year as last two digits, but with leading zero for years less than 10
yyyy	Year represented by full four digits
h	Hours, with no leading zero for single-digit hours; 12-hour clock
hh	Hours, with leading zero for single-digit hours; 12-hour clock
H	Hours, with no leading zero for single-digit hours; 24-hour clock
HH	Hours, with leading zero for single-digit hours; 24-hour clock
m	Minutes, with no leading zero for single-digit minutes
mm	Minutes, with leading zero for single-digit minutes
s	Seconds, with no leading zero for single-digit seconds

Table 56: Date/Time Pattern Letters (Continued)

Element	Meaning
ss	Seconds, with leading zero for single-digit seconds
tt	Time-marker string, such as AM or PM

The examples in Table 57 assume that the date being formatted is August 6, 2003, @ 15:05:10:

Table 57: Examples of Date/Time Formatting

Pattern	Locale	Result
"MMMM d, yyyy @ hh:mm:ss tt"	en_US	"August 6, 2003 @ 03:05:10 PM"
"MMMM dd, yyyy @ HH:mm:ss"	en_US	"August 06, 2003 @ 15:05:10"
"dd MMMM yyyy HH:mm:ss"	fr_FR	"06 aout 2003 15:05:10"
"MMM d, yy @ h:mm:ss tt"	en_US	"Aug 6, 03 @ 3:05:10 PM"
"M/dd/yy"	en_US	"8/06/03"

Boolean Formatting

A Boolean picture string is simply two words separated by a comma. The first word is used if the Boolean value is `True`, and the second is used otherwise.

Table 58 shows some examples:

Table 58: Examples of Boolean Formatting

Field Code	Result
<$Text(True, "Yup,Nope")$>	"Yup"
<$Text(False, "Si,No")$>	"No"
<$Text(False, "walnut,peach")$>	"peach"

String Formatting

Picture strings do not apply to string values. Strings are always output unchanged. If you want to output a piece of a string, or change the case, then you can use one of the string-manipulation functions previously described.

Mathematical Functions

In release 7.x, the following functions were retired:

- Acos
- Asin
- Atan
- Cos
- Exp
- Ln
- Log
- Sin
- Sqrt
- Tan

The functions that remain in release 7.x include the following:

Abs

Description

Returns the absolute value of a number.

Syntax

Abs (*Number*)

Remarks

The *absolute* value of a number is the number without regard to its sign.

Ceil

Description

Returns the ceiling of a number.

Syntax

Ceil (*Number*)

Remarks

The *ceiling* of a number is the smallest integer that is greater than or equal to that number.

Floor

Description

Returns the floor of a number.

Syntax

Floor (*Number*)

Remarks

The *floor* of a number is the largest integer that is less than or equal to that number.

Miscellaneous Functions

In release 7, the following functions were retired:

- `Decrypt`
- `Encrypt`
- `Esc`
- `EscRegExp`
- `GetPrivateProfileInt`
- `GetPrivateProfileString`
- `Hash`
- `IIf -` (the synonym for `If`)
- `MD5`

The functions that remain in releases 7.x include the following:

If

Description

Returns either the second or the third argument, depending on the value of the first (Boolean) argument.

Syntax

If (*Boolean, TrueResult, FalseResult*)

IsBoolean

Description

Returns `True` if the data type of the argument is `Boolean`; otherwise, it returns `False`.

Syntax

IsBoolean (*Arg*)

IsDateTime

Description

Returns `True` if the data type of the argument is `Date/Time`, and `False` otherwise.

Syntax

IsDateTime (*Arg*)

IsNumber

Description

Returns `True` if the data type of the argument is `number`, and `False` otherwise.

Syntax

IsNumber (*Arg*)

IsString

Description

Returns `True` if the data type of the argument is `string`, and `False` otherwise.

Syntax

IsString (*Arg*)

Type

Description

Returns the type name (`String`, `Boolean`, and so on) of its argument.

Syntax

Type (*Arg*)

Objects

The following objects can be accessed through Field Codes:

- `Agent` (see page 147)
- `Contact` (see page 148)
- `Interaction` (see page 150)

Changes in Field Code Objects

In release 7, the following object changes were made:

- The `PersistID` object was removed. `PersistID` is not used as the root of all objects, as it was in ICS 6.x releases.
- The `AttachedData` object was removed.
- The `ToAddress` and `FromAddress` properties from the original `EmailOut` object were incorporated into the new `Interaction` object.
- `AttachedData` and `TimeZone` properties were added to the new `Interaction` object.
- The old `EmailOut` object and its remaining properties (`IsDone`, `DateSent`, `MessageId`, `Message`, and `Notepad`) were removed.

Agent Object

The `Agent` object is associated with the `Interaction` object. For an automated reply, this object is the agent whose login name equals the E-mail Server Java `autobot-agent-login` option (see page 78) in its `email-processing` section.

FirstName

Description

Returns this agent's first name.

Syntax

Agent.FirstName

LastName

Description

Returns this agent's last name.

Syntax

Agent.LastName

FullName

Description

Returns this agent's full name (first and last).

Syntax

Agent.FullName

Signature

Description

Returns this agent's signature.

Syntax

Agent.Signature

Contact Object

The `Contact` object is associated with the current `EmailIn` interaction. The properties include:

Id

Description

Returns this contact's ID.

Syntax

Contact.Id

FirstName

Description

Returns this contact's first name.

Syntax

Contact.FirstName

LastName

Description

Returns this contact’s last name.

Syntax

Contact.LastName

FullName

Description

Returns this contact’s full name (first and last).

Syntax

Contact.FullName

Title

Description

This contact’s title (for example, Mr., Ms., and so on).

Syntax

Contact.Title

PrimaryEmailAddress

Description

Returns this contact’s primary e-mail address.

Syntax

Contact.PrimaryEmailAddress

PrimaryPhoneNumber

Description

Returns this contact’s primary phone number.

Syntax

Contact.PrimaryPhoneNumber

Interaction Object

The `Interaction` object is the currently processed interaction that is built from a standard response and includes Field Codes.

For `Acknowledgement`, `Redirect`, `Autoresponse`, `Chat Transcript`, `Forward`, and `Reply From External Resource` strategy objects, this Interaction object handles `EmailIn`. For the `Send` object, which only supports Field Codes for this Subject, this Interaction object handles `EmailOut`. This distinction affects the the `FromAddress` and `ToAddresses` properties.

The properties for this object include:

Id

Description

Returns the `Interaction's` ID.

Syntax

Interaction.Id

DateCreated

Description

Returns the `Date/Time` at which this `Interaction` was created in the system.

Syntax

Interaction.DateCreated

Subject

Description

Returns the `Subject` of this `Interaction`.

Syntax

Interaction.Subject

ToAddress

Description

Returns the recipient (`To` field) of this `Interaction`.

Syntax

Interaction.ToAddresses

> Note: For the `Send` strategy object, this syntax translates into the current `EmailOut.ToAddresses`. For the `Acknowledgement`, `Redirect`, `Autoresponse`, `Chat Transcript`, `Forward`, and `Reply From External Resource` strategy objects, this translates into the current `EmailIn.ToAddresses`.

FromAddress

Description

Returns the originator (`From` field) of this `Interaction`.

Syntax

Interaction.FromAddress

> Note: For the `Send` strategy object, this syntax translates into the current `EmailOut.FromAddress`. For the `Acknowledgement`, `Redirect`, `Autoresponse`, `Chat Transcript`, `Forward`, and `Reply From External Resource` strategy objects, this translates into the current `EmailIn.FromAddress`.

AttachedData

Description

Returns the attached data (`Interaction Attribute`) value associated with a specified key. The value can be either a string or a number.

Syntax

Interaction.AttachedData (“Key”)

Example

```
Interaction.AttachedData ("ParentId")
Interaction.AttachedData ("Language")
```

TimeZone

Description

Returns the time zone of the parent interaction (`Interaction` in general). The value is a string formatted as `"GMT"`, `"GMT+"hh.mm`, or `"GMT-"hh.mm`.

Syntax

Interaction.TimeZone.

Examples

`GMT+01.00` indicates a Paris time zone.

`GMT-04.00` indicates a Canada east coast (Maritimes) time zone.

`GMT-05.00` indicates an eastern U.S./Canada time zone.

Appendix

Retired Components and Options

This appendix lists the components and options that were retired between Internet Contact Solution 6.5.x and Multimedia 7.2. It includes the following sections:

Retired Between Multimedia 7.5 and Multimedia 7.6

No options or sections were retired since the 7.5 release of Multimedia.

Retired Between Multimedia 7.2 and Multimedia 7.5

The following sections or options were retired since the 7.2 release of Multimedia: Co-Browsing Server's `DebugMode option`.

Retired Between Multi-Channel Routing 7.1 and Multimedia 7.2

The following sections or options were retired since the 7.1 release of Multi-Channel Routing:

- Chat Server's `queues` section—This functionality has been incorporated into the new `endpoints:<tenant_dbid>` section. However, Chat Server preserves backward compatibility, so it can still function in a pre-7.2 configuration environment with a `queues` section.
- Co-Browsing Server's `LogName`, `page`, `DbDriver`, `DbType`, `DbUserName`, and `DbUserPassword` options—Although Co-Browsing Server has been restored to the Multimedia Solution, these Co-Browsing Server 6.5.x options are no longer used.
- E-mail Server Java's `default-outbound-queue` option—You must now define the outbound queue for e-mail interactions in your strategy block; otherwise, E-mail Server Java will report an error.
- Web API Server's `restricted-traverse` option.

Retired Between Multi-Channel Routing 7.0 and 7.1

The following sections or options were retired since the 7.0 release of Multi-Channel Routing.

Universal Contact Server

The following Universal Contact Server sections were retired in Multi-Channel Routing 7.1.

ArchiveDBPruning section

This section has been removed.

MainDBPruning section

This section has been removed.

Web Compound Samples

The following Web Compound Samples option was retired in Multi-Channel Routing 7.1.

email-request-to-address

Specified the e-mail address to which Web-Form e-mail requests were submitted.

Retired Between ICS 6.5.x and Multi-Channel Routing 7.0

The following components and options were retired between Internet Contact Solution 6.5.x and Multi-Channel Routing 7.0.

Retired Components

The following components were retired in this release. In some cases the functionality for these components and/or their options were incorporated into other components.

- NetMeeting Agent—This functionality is part of Genesys IPCC (Internet Protocol Contact Center) 7.x.
- Transport Server—The chat functionality of Transport Server was incorporated into Web API Server.
- MS-Tserver—MS-Tserver was replaced with Interaction Server in release 7. The following options were retired: `AcceptedMessageTimeout`, `AdditionalDnLogin`, `CallAnswerTimeout`, `ChatVRP`, `EmailVRP`, `management-port`, `MaxQueuedMessages`, `mlserver-port`, and `NotifyAgentLogout`.
- Content Analyzer—The screening functionality of Content Analyzer is available through Knowledge Management.
- Genesys iKnow—The functionality of Genesys iKnow was replaced with the Genesys Content Analyzer option.
- Web Starter Application—This server is no longer required in this release. Media functionality is handled by Web Compound Samples.
- Co-Browsing Server—This server was not included in releases 7.0 and 7.1.

Universal Contact Server Options

The following Universal Contact Server options were retired in Multi-Channel Routing 7.0.

Note: The Class options on the Annex tab in previous releases were removed for release 7.

AllowNulls

In both the Datasource Server section and the Datasource Agent section, low-level database objects used this option.

CommandTimeout

In the Datasource Administrator section, the Datasource Agent section, and the Datasource Archive section, low-level database objects used this option.

Connection

Set the connection parameters for connecting to the Universal Contact Server Database.

Description

Used only in the Previewer in the History Sheet.

DisplayInHistory

In the Datasource Archive section, low-level database objects used these parameters.

Dr.

Specified that a contact is a doctor. This title was in the list of titles in the Title Keyword section used for the contact sheet's title list.

example@address.com

Each key in this section defined an e-mail address that routed to the contact center. These were also used to form the list of addresses from which agents sent messages.

ExampleCategory

The text values used to categorize interactions. These parameters were in the format <category>=<description>.

ExampleSrlCategory

The text values used to categorize all interaction types. These parameters were in the format <category>=<description>.

HistoryDisplayName

The string to display in the History Tree view.

HistoryIconFilename

The file name of the icon used for displaying the interaction collection in the `History Tree` control. If none was specified, a default was used.

InteractionSummaryIteratorProgID

The `ProgID` of the object used to fill the `History Tree` view.

Miss

Female title of address. This title was in the list of titles in the `Title Keyword` section used for the contact sheet's title list.

Mr.

Male title of address. This title was in the list of titles in the `Title Keyword` section used for the contact sheet's title list.

Mrs.

Female title of address. This title was in the list of titles in the `Title Keyword` section used for the contact sheet's title list.

Ms.

Female title of address. This title was in the list of titles in the `Title Keyword` section used for the contact sheet's title list.

Provider

The name of the Universal Contact Server Database's provider.

TrimSpaces

Low-level database objects uses these parameters.

Web API Server Options

The following Web API Server option was retired in Multi-Channel Routing 7.0.

LBAppType

An optional configuration option used only when working in a Genesys Framework 6.1 environment.

Chat Server Options

The following Chat Server options were retired in Multi-Channel Routing 7.0.

Note: The `Routing Points` section was retired. You should now configure all key-value pairs specifying queues in the `queues` section. See “Chat Server Options” on page 65.

ChatRecOnChannelCreate

Determined the `Compatibility` mode with Internet Contact Center (ICC) 6.1 Agent Desktop.

In releases 7.x, this option is no longer required, because chat records are always created when a chat session is initiated.

RouteInfoDefault

Name of the default key to search in the `Routing Points` section.

In release 7.0, this option is no longer required, because the value for the `default` option in the `queues` section handles this functionality.

RouteInfoKey

Name of user-data keyword from the client with a chat request.

In release 7.x, this option is no longer required, because a new attribute `queueKey` was added to the chat protocol request, `Join`.

E-mail Server Java Options

The following E-mail Server Java options were retired in Multi-Channel Routing 7.1. Due to the large number, for your convenience, they are arranged according to the section in which they were located.

E-Mail Processing Section

AnalyzeOnlyPureTextPart

Determined how content analysis applied to nonattachment parts of incoming e-mail messages.

AnalyzerTimeout

Set the timeout for Classification Server to process an e-mail. If Classification Server did not complete processing of the e-mail by the end of this timeout, E-mail Server Java converted the e-mail’s extension to `.msg` and resubmitted it to Classification Server on the next cycle.

AppendAgentName

If set to `true`, this added the agent's full name to the `From Address` text box of outgoing e-mail.

`Note:` In release 7.x, the Genesys Agent Desktop provides this option.

ArchiveCleanupEnabled

If `true`, this activated a periodic cleanup of archive directories.

See also:

- "ArchiveCleanupMaxAge" for setting the maximum age of files.
- "ArchiveCleanupMaxFiles" for setting the maximum number of files.
- "ArchiveCleanupPeriod" for setting the period.

ArchiveCleanupMaxAge

If the option `ArchiveCleanupEnabled` was set to `true`, `ArchiveCleanupMaxAge` set the maximum age of the files to leave in the archive directory. The maximum age could be set for days, hours, minutes, and seconds (`dd:hh:mm:ss`). For example, set to one day: `01:00:00:00`. You could also extend the setting to include months and years: `yy:mm:dd:hh:mm:ss`.

See also:

- "ArchiveCleanupEnabled" to enable archive cleanup.
- "ArchiveCleanupMaxFiles" for setting the maximum number of files.
- "ArchiveCleanupPeriod" for setting the period.

ArchiveCleanupMaxFiles

If the option `ArchiveCleanupEnabled` was set to `true`, `ArchiveCleanupMaxFiles` set the maximum number of files to leave in the archive directory.

See also:

- "ArchiveCleanupEnabled" to enable archive cleanup.
- "ArchiveCleanupMaxAge" for setting the maximum age of files.
- "ArchiveCleanupPeriod" for setting the period.

ArchiveCleanupPeriod

If the option `ArchiveCleanupEnabled` was set to `true`, this activated a periodic cleanup of archive directories. The period could be set for days, hours, minutes, and seconds (`dd:hh:mm:ss`). For example, every two hours: `00:02:00:00`.

See also:

- "ArchiveCleanupEnabled" to enable archive cleanup.
- "ArchiveCleanupMaxAge" for setting the maximum age of files.
- "ArchiveCleanupMaxFiles" for setting the maximum number of files.

DefaultEmailQualityConfidencePercentage

Specified the skill level to be applied to all agents. Used to determine whether a message was reviewed. The higher the level, the fewer messages were reviewed. For example, `100` meant `0` percent of messages were reviewed; `30` meant `70` percent of messages were reviewed.

DefaultVRP

Specified the default VRP (Virtual Routing Point) used when a new message did not match a routing rule or when a reply message has no `RouteReplyTo` information. The value was set during E-mail Server Java setup.

DeleteOutboundAttachmentsOnSend

Determined whether `EmailOut` attachments were deleted from the database after the `EmailOut` was sent.

EventManagerDBPath

Specified the directory containing the `EventManagerEvtDefinitionFile` file.

EventManagerEvtDefinitionFile

Specified the name of the file that mapped `Events` to `EventHandlers`.

ExternalAgentInstructionFile

A text file inserted into messages routed or transferred to external agents. The value was set during E-mail Server Java setup.

ExternalAgentResponseDisposition

Determined how a response from an external agent was treated. An `EmailOut` was created, and then one of the following occurred:

- `0` = sent response directly to contact (default).
- `1` = submitted response for `QAReview`.
- `2` = saved response as a draft for forwarding agent.

InboundArchive

The directory where inbound message files were archived by the Automated Workflow Engine (AWE) `Inbound` process. The value was set during E-mail Server Java setup.

InboundBad

The directory where inbound messages that could not be processed were stored. The value was set during E-mail Server Java setup.

InboundEventManagerPoolSize

Set the thread pool size for processing inbound messages.

InboundFileExtension

The file extension E-mail Server Java used when writing files for incoming messages retrieved by the POP client. This option controlled what the AWE `Inbound` process looked for.

InboundSource

The directory where new inbound message files could be found, and where the AWE `Inbound` process looked for message files. The value was set during E-mail Server Java setup.

LoopbackAddress

E-mail Server Java used this e-mail address for the automatic loopback test. If this address was empty, the default loopback e-mail address was taken from the Universal Contact Server's `Incoming Addresses` section (in the Universal Contact Server's Application object, on the `Options` tab). You could specify another e-mail address to override the default value. In such cases, this loopback e-mail address had to be declared as a POP Client.

LoopbackPeriod

The interval (in minutes and seconds) that E-mail Server Java used for sending loopback e-mail messages.

LoopbackPeriodOnFailure

The interval (in minutes and seconds) that E-mail Server Java used for sending loopback e-mail messages when the previous loopback message was not returned.

MaximumInboundMessagesPerCycle

Specified the maximum number of messages to process in each AWE `Inbound` cycle.

MaximumOutboundMessagesPerCycle

Specified the maximum number of messages to process in each AWE `Outbound` cycle.

Outbound

The directory for message files that needed to be sent to customers, and where the AWE's `Outbound` process wrote message files. The value was set during E-mail Server Java setup.

OutboundEventManagerPoolSize

Set the thread-pool size for processing outbound messages.

QAReviewSkillName

Skill used to determine an agent's `QAReview` percentage.

QAReviewVRP

Specified the VRP where messages for `QAReview` were routed. The value was set during E-mail Server Java setup.

ResubmitterStartDate

Value set by E-mail Server Java installer.

ReturnedVRP

Specified the VRP where returned messages were routed. The value was set during E-mail Server Java setup.

RoutingRuleCacheSize

Optional parameter; that had to be added manually. Specified the number of routing rules stored in the internal cache.

SaveAutoResponseTextInDb

If `true`, the text in the body of the autobot message sent was saved in the database. If `false`, the description of the standard response message used was saved in the body of the autobot message sent. Autobots are used in both Universal Routing Server (URS) and Content Analysis.

SavePersonalsOfEmailAddresses

Controlled whether E-mail Server Java saved the personal part of the address of an incoming message. (The personal part is the part in quotation marks in addresses such as `"Jones, Leslie" <ljones@somewhere.net>`). With a value of `false`, E-mail Server Java stripped out the personal part of an incoming e-mail's address when saving it in the Universal Contact Server Database. With a value of `true`, E-mail Server Java included the personal part. Special characters in the personal part of the address might have caused problems when Agent Desktop used this address in its `Reply All` function. A setting of `false` avoided such problems.

ThreadBySubject

A value of `true` indicated messages would be threaded by Subject if not by `In-Reply-To` or `References`. A value of `false` indicated the `SubjectThreadingSubstrings` setting was used to search the `Subject` text box of the message. If a substring was found in the Subject, an attempt was made to thread the message by subject.

SMTP Client Section

ArchiveDir

The directory where sent outbound messages were stored. If no value was set for this option, archiving was disabled.

BadDir

The directory where outbound messages that could not be processed were stored. The location was set during E-mail Server Java setup.

E-Mail Events Section

InboundEventClassID

An inbound event class ID.

InboundEventEnabled

Enabled or disabled the inbound event.

InboundEventInterval

Determined the interval (in minutes and seconds) at which E-mail Server Java fired the inbound event.

OutboundEventClassID

An outbound event class ID.

OutboundEventEnabled

Enabled or disabled the outbound event.

OutboundEventInterval

Determined the interval (in minutes and seconds) at which E-mail Server Java fired the outbound event.

Log Section

JdbcDebug

Used to enable or disable JDBC logging to the server's `standard` output (for example, to the console). This option was not required.

log4j.appender.ConsoleLogger.Target

A logging option; it was not required.

log4j.appender.ConsoleLogger.layout.ConversionPattern

A logging option; it was not required.

log4j.appender.ConsoleLogger.layout

A logging option; it was not required.

log4j.appender.ConsoleLogger

A logging option; it was not required.

log4j.appender.FileLogger.DatePattern
A logging option; it was not required.

log4j.appender.FileLogger.File
A logging option; it was not required.

log4j.appender.FileLogger.layout.ConversionPattern
A logging option; it was not required.

log4j.appender.FileLogger.layout
A logging option; it was not required.

log4j.appender.FileLogger
A logging option; it was not required.

log4j.appender.GenesysLogger.ApplicationName
A logging option; it was not required.

log4j.appender.GenesysLogger.ApplicationType
A logging option; it was not required.

log4j.appender.GenesysLogger.ConfigServerHostnam
A logging option; it was not required.

log4j.appender.GenesysLogger.ConfigServerPort
A logging option; it was not required.

log4j.appender.GenesysLogger.KeyFileName
A logging option; it was not required.

log4j.appender.GenesysLogger.LmsFileName
A logging option; it was not required.

log4j.appender.GenesysLogger.MsgFileName
A logging option; it was not required.

log4j.appender.GenesysLogger.layout.ConversionPattern
A logging option; it was not required.

log4j.appender.GenesysLogger.layout
A logging option; it was not required.

log4j.appender.GenesysLogger
A logging option; it was not required.

log4j.categoryFactory

A logging option; it was not required.

log4j.debug

A logging option; it was not required.

log4j.factory.MsgFileName

A logging option; it was not required.

log4j.rootCategory

A logging option; it was not required.

log4j.category.database.connection

A logging option; it was not required.

log4j.category.database.sql

A logging option; it was not required.

log4j.category.database

A logging option; it was not required.

log4j.category.mailgate.evthandler.inbound.data

A logging option; it was not required.

log4j.category.mailgate.evthandler.inbound.flow

A logging option; it was not required.

log4j.category.mailgate.evthandler.inbound

A logging option; it was not required.

log4j.category.mailgate.evthandler.outbound.data

A logging option; it was not required.

log4j.category.mailgate.evthandler.outbound.flow

A logging option; it was not required.

log4j.category.mailgate.evthandler.outbound

A logging option; it was not required.

log4j.category.mailgate.server

A logging option; it was not required.

ParamsReloadPollingPeriod

Specified the polling period (in hours, minutes, and seconds) for reloading parameters.

Note: In release 7, this value has been hard-coded into the server.

POP Client Section

LoginProtocol

You could add additional (optional) POP clients for E-mail Server Java to poll. Each POP client had to have a separate section named `POP Client<x>`, where <x> was any unique character string.

PasswordEncrypted

If `true`, the password parameter was encrypted.

IWE Processing Section

AttachedDataPrefix

If the `WebFormAsEmail` option was `true`, the prefix was added to attached-data keys in attached data associated with incoming e-mail.

See also “WebFormAsEmail” on page 166.

AutobotEnabled

If `true`, integrated `Autobot` processing was enabled. If `false`, or if this option was missing altogether, `Autobot` processing was disabled.

CustomDataPrefix

If the `WebFormAsEmail` option was `true`, the prefix was added to attached-data keys in attached data associated with incoming e-mail.

DefaultEmailRequestVRP

The default VRP to submit `EmailRequests` to if not specified in the form data submitted to the handlers. The value was set during E-mail Server Java setup.

EventManagerPoolSize

Set the size of the thread pool for Web-Forms processing by `EventManager`.

WebFormAsEmail

Determined whether Web-Forms were converted to e-mails before being sent to Framework for routing. If set to `true`, Web-Forms were converted into incoming e-mails.

POP Client, SMTP Client, and IWE Processing Sections

MessageDir

In the `POP Client` section, the directory where messages from this POP box were saved. This setting had to match the `InboundSource` option (see page 161) in the `E-Mail Processing` section.

In the `SMTP` section, the directory for message files that needed to be sent to customers. This setting had to match the `Outbound` option (see page 161) in the `E-Mail Processing` section.

In the `IWE Processing` section, the directory for Web-Forms converted into message files that needed to be sent to customers.

The value was set during E-mail Server Java setup.

Classification Server Options

The following Classification Server options were retired in Multi-Channel Routing 7.0.

AppType

An optional configuration option that told Internet Contact Solution about Classification Server. This option was used only in a Genesys Framework 6.1 or 6.5 environment that did not have the `Classification Server` application type.

LogLevel

Set the logging level for Genesys iKnow.

This set the log level for third-party components. These are not included in release 7.x.

LogPath

Set the path to the Genesys iKnow log-file directory.

This set the log path for third-party components. These are not included in release 7.x.

Training Server Options

The following Training Server options were retired in Multi-Channel Routing 7.0.

AppType

An optional configuration option that told Internet Contact Solution about Training Server. This option was used only in a Genesys Framework 6.1 or 6.5 environment that did not have the `Training Server` application type.

DatabaseRefreshRate

The frequency with which the Universal Contact Server Database should have been refreshed.

In release 7.x, this option is not required because the server architecture was changed.

Enabled

Specified whether Genesys iKnow was enabled.

- `True` meant that Genesys iKnow was enabled.
- `False` meant that Genesys iKnow was not enabled.

In release 7.x, this option (in the `Analyzer Training` section) is not required because the `Content Analyzer` is an option of Knowledge Management.

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