eServices 8.0

Reference Manual

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Table of Contents

Preface

Welcome to the *eServices 8.0 Reference Manual.* This document provides you with information on eServices 8.0 configuration options and on field codes used in standard responses.

eServices was known as Multimedia in releases 8.0.0, 7.6, and 7.5, and was known as Multi-Channel Routing in releases 7.0 and 7.1.

This manual is valid only for the 8.0.2 release(s) of this product.

Note: For versions of this document created for other releases of this product, 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 preface contains the following sections:

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 231.

eServices and the CIM Platform

Genesys eServices (formerly Multimedia) 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).

eServices 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.

eServices

eServices, 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 eServices because it deals with both traditional telephonic interactions and the nontraditional interactions that are handled in eServices.

- From the media channels, at least one of the following:
  - Genesys E-mail
  - Genesys Chat (formerly Genesys Web Media)
  - Genesys SMS (Short Message Service)
  - Genesys MMS (Multimedia Messaging Service)
  - Genesys Web Callback
  - Genesys 3rd Party 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 Chat or Inbound Voice.

See Figure 1.

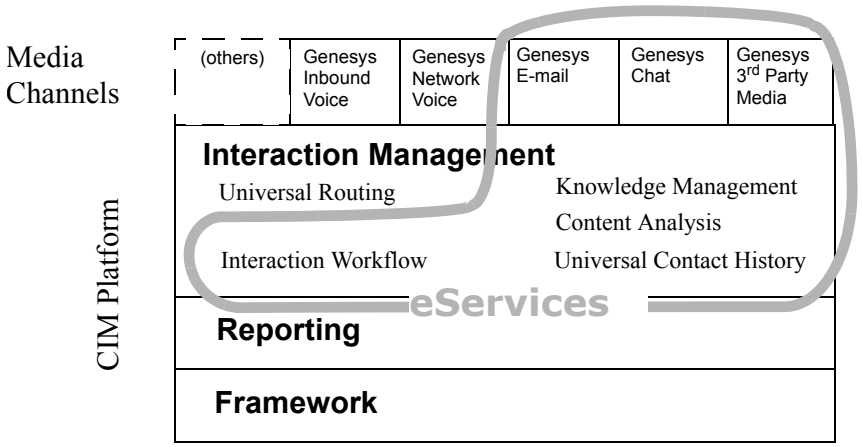

Figure 1: eServices in Relation to the CIM Platform and Media Channels

Note: Although Universal Routing is not considered part of eServices, 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 eServices Agent seat.
- For each media option: one media channel (E-mail and/or Chat and/or SMS and/or custom media).
- For Genesys Content Analyzer: NLP Content Analysis license.

See also the *Genesys Licensing Guide.*

Reporting

Reporting templates are available for eServices. 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 eServices, 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.

Making Comments on This Document

If you especially like or dislike anything about this document, feel free to e-mail your comments to Techpubs.webadmin@genesyslab.com.

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 scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Technical Support if you have suggestions about the product itself.

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Before contacting technical support, refer to the *Genesys Technical Support Guide* for complete contact information and procedures.		

Document Change History

This section will lists topics that are new or that have changed significantly since the first release of this document.

New in Document Version 8.0.211.00

This document has been updated to support eServices release 8.0.210. The following topics have been added or significantly changed since document version 8.0.210.00:

- A new table has been added to the Interaction Server configuration options section. Table 9, “DAP Object Options for JMS Event Logger,” on page 46 contains option specific to the JMS Event Logger.
- New options have been added for Chat Server. See “server-reply-timeout” on page 81 and “transcript-resend-delay” on page 82.
- New options have been added for SMS Server. See “reconnection-timeout” on page 131 and “x-smpp-service-type” on page 133.

- New options have been added to Capture Point to support the File Capture Point. See Table 19, "Capture Point Configuration Options," on page 135 for a complete list of Capture Point options. All options that have been added in this release are marked as New in the table.

New in Document Version 8.0.201.00

This document has been updated to support eServices release 8.0.2. The following topics have been added or significantly changed since document version 8.0.101.00:

- A new section has been added for Capture Point configuration options. See "Capture Point Options" on page 134.
- A new section has been added for Social Messaging Server configuration options. See "Social Messaging Server Options" on page 150
- A new section has been added for eServices Messaging Plugin for Genesys Agent Desktop options. See "eServices Social Messaging Plugin for Genesys Agent Desktop Options" on page 166.

New in Document Version 8.0.101.00

The document has been updated to support eServices release 8.0.1. The following topics have been added or significantly changed since document version 8.0.001.00:

- In 8.0.0 and earlier, eServices was called Multimedia. The name change is new for 8.0.1
- The Interaction Server option `system` (in the `reporting-extensions` section) has been documented. This option existed in previous releases, but has not been documented until eServices 8.0.1. Refer to page 73 for more information about this option.

Chapter

1 Configuration Options

This chapter describes the configuration options for eServices 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 Release

Genesys has made the following changes to the configuration of eServices 8.0.210 components, compared to their 8.0.200 counterparts:

- New options have been added to the DAP for Event Logging to support JMS Event Logging. See Table 9, "DAP Object Options for JMS Event Logger," on page 46 for a list of these options.
- The following new options have been added for Chat Server:
  - `server-reply-timeout` (see page 81).
  - `transcript-resend-delay` (see page 82).
- The following new options have been added for SMS Server:
  - `reconnection-timeout` (see page 131).
  - `x-smpp-service-type` (see page 133)..
- New options have been added to Capture Point to support the File Capture Point. See Table 19, "Capture Point Configuration Options," on page 135 for a complete list of Capture Point options. All options that have been added in this release are marked as New in the table.

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 eServices.

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.

Options can also be configured in Genesys Administrator. Refer to the *Framework 8.0 Genesys Administrator Help* for information.

The following sections list all options for eServices. The same option can appear in the `Properties` 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 eServices 8.0 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 8.0 Configuration Options Reference Manual.*

General Changes to Configuration Options

In eServices 8.0.2, 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 215 for information about what options were retired in this release (or in previous releases), 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 or Genesys Administrator to view or change these options. See page 14 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 18 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 or Genesys Administrator. Table 3 on page 19 lists these options.

Table 4 on page 19 lists options specific to Context Management Services. These options are not required for eServices 8.0; they are strictly for Context Management Services capabilities. Refer to the Context Management Services documentation for more information about when and how to use these options.

Table 1: Universal Contact Server Configuration Options

Section	Option	New/Existing	See Page
Options Tab			
index	enabled	Existing	Page 24
index.<name>[a]	description	Existing	Page 24
	enabled	Existing	Page 24
	index-rebuild	Existing	Page 28
	max-results	Existing	Page 31
	storage-path	Existing	Page 36
ports	ucsapi	Existing	Page 39
settings	allow-additional-column	Existing	Page 21
	allow-missing-index	Existing	Page 21
	archiving-nb-records-per-task	Existing	Page 21
	archiving-task-pool-size	Existing	Page 21

Table 1: Universal Contact Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	convert-idn-to-unicode	Existing	Page 22
	enable-reporting	Existing	Page 24
	fieldcode-format-locale	Existing	Page 25
	hide-attached-data	Existing	Page 27
	log-db-flow-rate	Existing	Page 29
	log-memory-usage	Existing	Page 29
	max-select-count	Existing	Page 31
	openmedia-create-full-interaction	Existing	Page 31
	primary-attribute-lookup-strategy	Existing	Page 33
	replace-blank-fieldcode	Existing	Page 33
	reporting-interval	Existing	Page 33
	reporting-notifier-pool-size	Existing	Page 34
	reporting-event-queue-size	Existing	Page 34
	reporting-event-queue-size	Existing	Page 34
	retry-on-deadlock	Existing	Page 35
	srl-cache-load-attachment-summary	Existing	Page 36
	synchronize-cache	Existing	Page 37
	synchronize-contact-metadata-attributes	Existing	Page 37
	synchronize-ixn-attributes	Existing	Page 37
	synchronize-ixn-metadata-attributes	Existing	Page 38
	third-party-max-queueing-time	Existing	Page 38
	third-party-pool-size	Existing	Page 39
	ucsapi-backlog	Existing	Page 39
	ucsapi-custom-socket	Existing	Page 39

Table 1: Universal Contact Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	ucsapi-duplex-mode	Existing	Page 39
	ucsapi-loopback-timeout	Existing	Page 40
log	messagefile	Existing	Page 40

a. The `index` and `index.<name>` sections are for the indexing service, which was new in Multimedia 8.0.0. Three `index.<name>` sections are created by default: `index.contact`, `index.interaction`, and `index.srl`. These sections are used to for contact information indexing, interaction information indexing, and standard response indexing, respectively. For example, if the section name is `index.contact`, index files will be stored in "`<UCS directory>\index.contact\`" unless the `storage-path` is specified.

Table 2: UCS Configuration Options in DAP Object

Tab	Option	New/Existing	See Page
JDBC Info	Debug	Existing	Page 23
	QueryTimeout	Existing	Page 33
	Role	Existing	Page 35
Options tab, any section	connection-failed-retry	Existing	Page 22
	db-schema-name	Existing	Page 23
	inactive-scroll-timeout	Existing	Page 28
	inactive-txn-timeout	Existing	Page 28
	instance	Existing	Page 28
	interpret-prepared-statements	Existing	Page 28
	login-timeout	Existing	Page 30
	long-query-timeout	Existing	Page 30
	max-connections	Existing	Page 30
	max-idle-time	Existing	Page 30
	service	Existing	Page 36

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 27
	period	Existing	Page 32
	period-type	Existing	Page 32
	run-at	Existing	Page 35
	run-status	Existing	Page 35
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 27
	period	Existing	Page 32
	period-type	Existing	Page 32
	run-at	Existing	Page 35
	run-status	Existing	Page 35

Table 4: UCS Configuration Options for Context Management Services

Section	Option	New/Existing	See Page
business-attributes	<customer view attribute reference>	Existing	Page 20
cview	base-url	Existing	Page 22
	data-validation	Existing	Page 23
	enabled	Existing	Page 24
	ip-address	Existing	Page 29
	port	Existing	Page 32

Table 4: UCS Configuration Options for Context Management Services (Continued)

Section	Option	New/Existing	See Page
cview (continued)	start-mode	Existing	Page 36
	tenant-id	Existing	Page 38

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.

<customer view attribute reference>

Default Value: No default value
Valid Values: See description
Changes Take Effect: Immediately

Note: This option is for Context Management Services only.

Context Management Services allows for some attributes to be mapped to Business Attributes configured in Genesys Configuration Server. The option **value** must be a valid Business Attribute name configured in a proper tenant.

The option **name** must be in the following format:

`<model object name>.<attribute name>`

For example: `Service.type`, `Task.disposition`, or `State.media_type`

Possible <model object value name> values are:

- Service
- State
- Task

Possible `<attribute name>` values to map for Service, State and Task are:

- type
- disposition
- application_type
- resource_type
- media_type

If nothing is configured for a given attribute, Context Management Services will automatically allow any valid integer value for the attribute. In this scenario, the client application must ensure values are valid for the intended purpose.

A Business Attribute can be mapped to several model object attributes. For example, `Service.media_type` and `Task.media_type` can both point to the same

Business Attribute. For this example, given a Business Attribute name of `MediaType`, under the `business-attributes` section, the options would be configured as `Service.media_type = MediaType` and `Task.media_type = MediaType`.

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 16.

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 16.

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 16.

base-url

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart

Note: This option is for Context Management Services only.

Specifies the base URL under which web services will be deployed. Given this configuration, the resources will be available at the following URL:

`http://${ip address}:${port}/${base_url}/${resource}`

where:

`${ip-address}` is the IP address configured in "ip-address" on page 29.

`${port}` is the port configured in "port" on page 32.

`${base_url}` is the URL configured in this option.

`${resource}` is the REST resource being called.

For example, assuming port `8080` and IP address `192.168.1.1`, Method 1 would be available at `http://192.168.1.1:8080/cv/server/mode`.

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.

Note: When the option `convert-idn-to-unicode` is set to `true`, all domain addresses from IRD and all domain addresses configured in E-mail Server options must be specified in Unicode.

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 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.

data-validation

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

Note: This option is for Context Management Services only.

Enables (`true`) or disables (`false`) the validation of data. If enabled, additional checks will be enforced on data provided by connected clients.

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 16.

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 16.

db-schema-name

Default Value: No default value
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 (`true`) or disables (`false`) the debug mode on the JDBC driver. If set to true, the driver's debug information will be written to the console window. The JDBC driver uses its own code to output debug information so UCS cannot redirect it to a log file. Debug information is written to the console window only.

description

Default Value: No default value
Valid Values: Any character string
Changes Take Effect: After restart

This option specifies what will be sent to the Platform SDK contact client in response to a `GetIndexProperties` request.

enable-reporting

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

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

Note: The default value was changed from `true` to `false` in the 8.0 release.

enabled (cview section)

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

Note: This option is for Context Management Services only.

Specifies whether Context Management Services functionality is enabled (`true`). When set to `false`, all other Context Management Services options are ignored.

enabled (index section)

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

Enables (`true`) or disables (`false`) the indexing service. If set to `false`, the `index.<name>` configuration sections are ignored.

enabled (index.<name> section)

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

Enables (`true`) or disables (`false`) the indexing service. This option appears in each `index.<name>` section and is used to enable or disable the index specified by the section name.

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 5 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.loc.gov/standards/iso639-2/php/English_list.php` and `http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.htm` for information on these standards.

Table 5: 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)
ar_SA	Arabic (Saudi Arabia)	fr_LU	French (Luxembourg)

Table 5: Values for fieldcode-format-locale Option (Continued)

Value	Language/Country	Value	Language/Country
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 5: 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 35).
- 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 35).
- 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 35).

See the Note on page 16.

Note: The value for this option affects the run-at (see page 35) and run-status (see page 35) 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 database 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 database before closing to release system resources. If set to `0` or less, the default value is used.

index-rebuild

Default Value: `if-new`
Valid Values: `on-start, if-new, never`
Changes Take Effect: After restart

Specified when the index will be rebuilt. A value of `on-start` indicates the index will be rebuilt each time UCS starts. A value of `if-new` indicates the index will be rebuilt on UCS startup if the index did not previously exist. A value of `never` means the index will never be rebuilt; only new/updated objects will be created.

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 *eServices 8.0 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.

ip-address

Default Value: No default value
Valid Values: Any valid IP address
Changes Take Effect: After restart

Note: This option is for Context Management Services only.

Specifies the IP address on which to deploy the web services. This option is typically used in situations where an administrator wishes to deploy web services on one of multiple network interfaces.

log-db-flow-rate

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

Changes Take Effect: After 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 the 7.6.1 release.

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 Universal Contact Server will wait to get a new connection from the database or a used connection from the pool. 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 database. 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 database 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-results

Default Value: `10`
Valid Values: Any positive integer less than `100`
Changes Take Effect: After restart

Specifies the number of results returned by the search method of the index if the caller has not specified a maximum results value. If the caller has specified a value for the `max-results` parameter this option has no effect.

Note: Setting this option to a higher level may impact the search performance. Higher values will result in slower performance. Setting this value too high may result in out of memory exceptions and unpredictable behavior.

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 3rd Party Media Service. If enabled, UCS creates both a generic Interaction record and an additional record specific to the media type supported by 3rd Party 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 3rd Party 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 *eServices 8.0 Selected Conceptual Data Models for the UCS Database*.

Note: This option applies to third-party media interactions only, not Genesys eServices 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 16.

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

Also see 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 16.

- 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.

port

Default Value: 8080
Valid Values: Any valid port number
Changes Take Effect: After restart

Note: This option is for Context Management Services only.

Specifies the port on which to deploy the web services.

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 (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 (see page 27). See the Note on page 16.

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 (see page 27). See the Note on page 16.

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).

start-mode

Default Value: `maintenance`
Valid Values: `maintenance, production`
Changes Take Effect: After restart

Note: This option is for Context Management Services only.

Specifies the server mode that is set at server startup: either `maintenance` or `production`.

storage-path

Default Value: No default value
Valid Values: Any valid system path
Changes Take Effect: After restart

Specifies the path to the directory in which the index service will create and store its files. For example, for the index section `index.contact`, and an option value of `c:\data\`, the full path to the files would be `c:\data\index.contact`.

If Universal Contact Server is running on Unix or Linux, the option value should be set according to Unix naming rules. For example, setting the option value to `/var/data` for the index section contact.index indicates the files will be stored in the directory `/var/data/index.contact`.

Note: For this option, network path and symbolic links can be used.

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-attribute` (see page 37)
- `synchronize-ixn-metadata-attribute` (see page 37)

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. The synchronization process will run even if no changes have been made, needlessly consuming resources and time.
- 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. The synchronization process will run even if no changes have been made, needlessly consuming resources and time.
- 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.

tenant-id

Default Value: `101`
Valid Values: Any valid Tenant DBID
Changes Take Effect: After restart

Note: This option is for Context Management Services only.

Specifies the numeric Tenant DBID to which the given Context Management Services instance is associated. All customer and contact records created through the Context Management Services web services will be associated with this tenant. The default value is `101`, because 101 is the DBID of the existing tenant (named “Resources”) in a Single-Tenant Configuration Server, and it is the number of the tenant that is created first in a Multi-Tenant 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-custom-socket

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

Enables (`true`) or disables (`false`) duplex mode on the server side. A value of `true` enables UCS to support duplex RMI sockets for connections through firewalls. A value of `false` disables this support, which can increase UCS performances in some cases.

Note: Duplex mode still has to be enabled by setting the `ucsapi-duplex-mode` option to `true`.

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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 Configuration Options Reference Manual.*

Universal Contact Server Proxy Options

This section describes the configuration options for Universal Contact Server Proxy (UCS Proxy), an application introduced in 7.6.1. Use Configuration Manager or Genesys Administrator 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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 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, the `default` and `<Universal Routing Server>` sections of the `Annex` tab for the Strategy object, and the `View` section of the `Annex` tab for the Interaction Queue View object.

Table 6 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 7 on page 44, Table 8 on page 45, and Table 9 on page 46 list options configured in the DAP object for Event Loggers. Table 7 lists options for the original Event Logger introduced in 7.6.1, which logs events to a database. Table 8 lists options for the MSMQ-MQSeries Event Logger, which logs events to a message queue. Table 9 lists options for the JMS Event Logger. Refer to the *eServices 8.0 User's Guide* for more information about Event Loggers.

Interaction Server's jvm-options section

This section optionally lists JVM option pairs—for example, `["-Xmx256","-Xms256"]` or `["-Djava.class.path",".:C:\myjars\my-jar.jar;C:\myotherjars\my-other-jar.jar"]`. If JMS Capture Points or Groovy transformations are present, the option `"-Djava.class.path"` must contain a path to the Genesys-provided JAR files, as well as Message Queue provider-specific JAR files, which are required for JMS and Groovy scripts to run.

Table 6: Interaction Server Configuration Options

Section	Option	New/Existing	See Page
Options Tab			
agent-reservation	reject-subsequent-request	Existing	Page 71
	request-collection-time	Existing	Page 71
	reservation-time	Existing	Page 71
java-config	jvm-path	Existing	Page 62
license	ics_custom_media_channel	Existing	Page 58
	ics_email_webform_channel	Existing	Page 59
	ics_live_web_channel	Existing	Page 59
	ics_multi_media_agent_seat	Existing	Page 59
	ics_sms_channel	Existing	Page 59
	license-file	Existing	Page 62
log	messagefile	Existing	Page 75

Table 6: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
log-control	mandatory-keys-to-log	Existing	Page 63
	max-key-value-list-size	Existing	Page 64
	max-protocol-attribute-size	Existing	Page 65
	max-protocol-message-size	Existing	Page 65
log-filter	default-filter-type	Existing	Page 52
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 60
	system	Existing	Page 73
settings	agent-session-restore-timeout	Existing	Page 50
	allow-duplicates-in-change	Existing	Page 51
	allow-duplicates-in-submit	Existing	Page 51
	allow-multiple-agent-connection	Existing	Page 51
	completed-queues	Existing	Page 52
	default-max-submission-rate	Existing	Page 52
	default-max-submitted-per-strategy	Existing	Page 53
	default-max-submitted-per-router	Existing	Page 53
	default-view-freeze-interval	Existing	Page 53
	delay-updates	Existing	Page 54
	delivering-timeout	Existing	Page 54

Table 6: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	handling-timeout	Existing	Page 56
	hide-attached-data	Existing	Page 56
	high-pull-threshold	Existing	Page 56
	honor-segmentation-generations	Existing	Page 57
	ignore-read-only-on-change	Existing	Page 60
	ignore-read-only-on-submit	Existing	Page 60
	low-pull-threshold	Existing	Page 63
	max-interactions-per-pull	Existing	Page 64
	max-interactions-per-snapshot	Existing	Page 64
	max-number-of-snapshots	Existing	Page 64
	max-output-timeout	Existing	Page 65
	max-workbin-interactions	Existing	Page 68
	no-userdata-changed-response-to-urs	Existing	Page 68
	not-ready-on-invitation-timeout	Existing	Page 69
	notify-workbin-userdata-changed	Existing	Page 69
	number-of-database-connections	Existing	Page 70
	registration-timeout	Existing	Page 70
	routing-timeout	Existing	Page 72
	schema-name	Existing	Page 72
	statistic-interval	Existing	Page 72
	submit-timer-interval	Existing	Page 72
	third-party-server-queue-size	Existing	Page 73
	third-party-server-timeout	Existing	Page 73
	third-party-server-window-size	Existing	Page 74

Table 6: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
udata-filters	agent	Existing	Page 50
	esp	Existing	Page 55
	reporting	Existing	Page 71
	router	Existing	Page 71
Annex Tab (Universal Routing Server Application Object)			
<Interaction Server>	max-submitted-interactions	Existing	Page 66
	max-submission-rate	Existing	Page 65
Annex Tab (Strategy Object)			
default	max-submitted-interactions	Existing	Page 66
<Universal Routing Server name>	*<Interaction Server Name>*.max-submitted-interactions	Existing	Page 67
Annex Tab (of any Interaction Queue View object in the Resources > Scripts folder)			
View	freeze-interval	Existing	Page 55

Table 7: Interaction Server Options in Event Logger DAP Object[a]

Section	Option	New/Existing	See Page
agent-custom-data	<custom event content attribute name>	Existing	Page 47
custom-custom-data	<custom event content attribute name>	Existing	Page 48
custom-events	<custom event ID>	Existing	Page 47
esp-custom-data	<user data attribute name>	Existing	Page 49
esp-service-data	<parameter name>	Existing	Page 47

Table 7: Interaction Server Options in Event Logger DAP Object[a] (Continued)

Section	Option	New/Existing	See Page
event-filtering	event-filter-by-id	Existing	Page 55
	log-agent-activity	Existing	Page 62
	log-agent-state	Existing	Page 62
	log-esp-service	Existing	Page 62
	log-queue	Existing	Page 62
	log-strategy	Existing	Page 63
	log-userdata	Existing	Page 63
itx-custom-data	<custom event content attribute name> or <user data attribute name>	Existing	Page 50
logger-settings	batch-size	Existing	Page 51
	mandatory-logging	Existing	Page 64
	max-queue-size	Existing	Page 65
	schema-name	Existing	Page 72
	storing-timeout	Existing	Page 72

a. These Interaction Server DAP options are for Event Logger, which was introduced 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 *eServices 8.0 User's Guide.*

Table 8: DAP Object options for MSMQ-MQSeries Event Logger [a]

Section	Option	New/Existing	See Page
event-filtering	event-filter-by-id	Existing	Page 55
logger-settings	delivery-protocol	Existing	Page 54
	delivery-queue-manager-name	Existing	Page 54
	delivery-queue-name	Existing	Page 55
	udata	Existing	Page 74

a. eServices 8.0.1 introduced reliable events delivery. This provides a mechanism for reliable reporting events delivery to Interaction Server's reporting clients. Disconnection of the client will not lead to a loss of reporting events. Instead, events will be preserved for the specific client and delivered to the client (or otherwise read by the client) after its restart. This is achieved with a Message Queue, such as IBM MQ-Series, or Microsoft Message Queue (MSMQ). This DAP object is specific the streaming of reporting events into MSMQ or MQ-Series. Refer to the *eServices 8.0 User's Guide* for more information.

Table 9: DAP Object Options for JMS Event Logger [a]

Section	Option	New/Existing	See Page
event-filtering	event-filter-by-id	Existing	Page 55
logger-settings	delivery-protocol	Existing	Page 54
	delivery-queue-name	Existing	Page 55
	jms-connection-factory-lookup-name	New	Page 61
	jms-initial-context-factory	New	Page 61
	jms-provider-url	New	Page 61
	max-queue-size	Existing	Page 65
	password	New	Page 70
	reconnect-timeout	New	Page 70
	recoverable	New	Page 70
	username	New	Page 74

a. eServices 8.0.21 extends reliable reporting events delivery with the Java Message Queue (JMS) channel.

Note: Additional Interaction Server options can be configured on the Annex tab of any Business Process Interaction Queue or Interaction Queue View object (in the Resources > Scripts folder). Refer to the "Creating Business Process Objects" chapter of the *Universal Routing 8.0 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.

<custom event ID> (custom-events section)

Default Value: No default value
Valid Values: `interaction, agent, custom`
Changes Take Effect: Immediately

This option specifies the correspondence between the custom event ID and the type of the table to which the event needs to be logged. The name of the option is the custom event ID, and the value of the option specifies the type of the event: interaction, agent or custom.

<parameter name> (esp-service-data)

Default Value: No default value
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.

<custom event content attribute name> (agent-custom-data section)

Default Value: No default value
Valid Values: `field-name;type;length`

Changes Take Effect: After restart of Interaction Server

The agent-custom-data section of the DAP object specifies the list of event_content keys that are to be stored into the separate fields of the Event Logger database (table rpt_agent). For each event_content key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom agent-related event to the appropriate database field. The option name <custom event content attribute name> specifies the event_content key name that should be stored in the database in the specified separate field. Each event_content 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.

<custom event content attribute name> (custom-custom-data section)

Default Value: No default value

Valid Values: field-name;type;length

Changes Take Effect: After restart of Interaction Server

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

Default Value: No default value
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.

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

Default Value: No default value

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 or event_content keys that are to be stored into the separate fields of the Event Logger database (table `rpt_interaction`). For each user data or event_content 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>` or `<custom event content attribute name>` specifies the user data or event_content key name that should be stored in the database in the specified separate field. Each user data and event_content 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.

agent

Default Value: No default value

Valid Values: any comma-separated list of user data keys

Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to agent applications.

agent-session-restore-timeout

Default Value: `0`

Valid Values: `0—600`

Changes Take Effect: Immediately

Specifies the amount of time (in seconds) that must elapse before Interaction Server releases interactions to be handled by another agent application, after the first agent application is unexpectedly disconnected. In cases where an agent application unexpectedly disconnects, Interaction Server will make interactions that were being handled by that agent application unavailable to other clients for the length of the configured timeout, allowing the agent application to restore the session (by pulling these interactions back for processing).

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.

allow-multiple-agent-connections

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately for all new login attempts

If set to `false` or `no`, Interaction Server does not allow an agent to log in using more than one connection (desktop application). Agents that already logged in on more than one connection are not affected.

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.

completed-queues

Default Value: No default value
Valid Values: comma-separated list of queue names
Changes Take Effect: Immediately

Specifies a list of queues for completed interactions. When an interaction is placed into one of these queues, the `CompletedAt` timestamp is set.

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 65) 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 68 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-submission-rate` (on page 65) and Figure 2 on page 68 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 66, `<Interaction Server>.max-submitted-interactions` on page 67, and also see Figure 2 on page 68 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.

Note: In eServices 8.0.1 and 8.0.2, this option is ignored when the property change is performed by a media server (such as Chat Server, SMS Server, or E-mail Server). The update happens immediately; there is no delay.

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.

delivery-protocol

Default Value: `eventlog`

Valid Values: `mq-series, msmq, eventlog, jms`

Changes Take Effect: After restart

Specifies the delivery protocol to be used for Event Logging.

delivery-queue-manager-name

Default Value: No default value

Valid Values: Any valid queue manager name

Changes Take Effect: After restart

This option is used for logging events to MQ-Series message queues. MQ-Series message queues have a queue manager entity that manages a set of message queues. To post messages to an MQ-Series queue the queue manager name and a queue name (see `delivery-queue-name`) should be specified.

delivery-queue-name

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

Specifies the name of the queue to which messages will be sent. For MSMQ or MQ-Series, this specifies the name of the queue. For JMS, this specifies the lookup name of the delivery queue.

esp

Default Value: No default value
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to ESP servers.

event-filter-by-id

Default Value: No default value
Valid Values: A comma-separated list of event identifiers
Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters will be logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters will be logged into their corresponding reporting tables.

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 53) 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. This option applies to requests between the desktop application and Interaction Server only.

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` (see page 63). 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.

Recommendations

When configuring `high-pull-threshold` and the corresponding `low-pull-threshold` (see page 63), consider the rate of interactions that will be processed, or more precisely, the number of interactions that you estimate will be routed per second. For 0-10 interactions per second the default parameters would likely be fine. For 100 or more interactions per second, set it higher, such as `500` for `low-pull-threshold` and `1000` for `high-pull-threshold`. In other words, multiply the expected rate by 5 to estimate the `low-pull-threshold`, and double that for the `high-pull-threshold`. Basically, this means there will be at least 5 seconds worth of interactions in cache, so even if database response slows down (because of the load) interactions will still be served without delays.

honor-segmentation-generations

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

If set to `true`, this option guarantees that interactions that have been selected by the segmentation feature are pushed to Universal Routing Server regardless of the order defined by the view. The order is taken into account during segmentation. When setting this option to `true`, you must make sure that a timestamp field `cached_at` is added to the Interaction Server database by executing one of the following statements:

- For MS SQL:
  ```
  alter table interactions add cached_at datetime
  ```
- For Oracle:
  ```
  alter table interactions add cached_at date
  ```

- For DB2:
  ```
  alter table interactions add cached_at timestamp
  ```

Note: Interaction Server does not check the presence of the `cached_at` field or its type at startup. If the `honor-segmentation-generations` option is set to `true` and the field is absent, the segmentation feature does not work and there will be SQL errors in the Interaction Server log. If the option is set to the default value `false`, database modification is not necessary.

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 Open Media capabilities. Each login at a place uses one license per media type, not including e-mail, chat, and SMS. E-mail, chat, and SMS are not considered custom media and have their own options, `ics_email_webform_channel` (see page 59), `ics_live_web_channel` (see page 59) and `ics_sms_channel` (see page 59) 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" on page 58 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" on page 58 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" on page 58 for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_sms_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 SMS capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" on page 58 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.

jms-connection-factory-lookup-name

Default Value: No default value
Valid Values: A valid URL string
Changes Take Effect: After restart

(JMS specific) This option specifies the name of the connection factory lookup name for the connection factory to be looked up in the initial context. Once looked up, the connection factory is used to create a connection with a JMS provider. This option is required for JMS Event Logger only.

Note: For TIBCO EMS, this is the name of the factory that is created by using the `create factory` command.

jms-initial-context-factory

Default Value: No default value
Valid Values: Fully qualified class name
Changes Take Effect: After restart

(JMS specific) Specifies the fully qualified class name of the factory class in a JNDI service provider that will create an initial context. For example, `com.sun.jndi.fscontext.RefFSContextFactory` is the factory class name for the file system service provider. This option is required for JMS Event Logger only.

Note: For TIBCO EMS, set the value to `com.tibco.tibjms.naming.TibjmsInitialContextFactory`.

jms-provider-url

Default Value: No default value
Valid Values: A valid URL string
Changes Take Effect: After restart

(JMS specific) This option holds the name of the environment property for specifying configuration information for the service provider. The value of this property should contain a valid URL string (such as `ldap://hostname:389`). For file system service provider, this option contains the directory path to the `.bindings` file. This option is relevant for JMS Event Logger only.

Note: TIBCO EMS provides a built-in JNDI provider. For TIBCO EMS, set the value of this option to `tibjmsnaming://hostname:7222`.

jvm-path

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

Specifies the path to the `jvm.dll` (on Windows) or `libjvm.so` (on Solaris) file. It is required in order for Interaction Server to start JVM by means of JNI. This option is mandatory for JMS Capture Points and Groovy transformation scripts.

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` (see page 56). 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.

For guidelines on setting this option, see "Recommendations" on page 57 under the description for `high-pull-threshold`.

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-output-timeout

Default Value: `15`
Valid Values: Any integer from `5`–`120`
Changes Take Effect: Immediately

Specifies the maximum output timeout in seconds. If data cannot be sent over the socket during this time, the client is considered slow and the connection is closed.

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

This option is relevant for database event logger, and JMS only.

This option specifies the maximum number of records (or events) that are kept in memory while waiting to be written to the database or to the JMS-compliant message queue. If the amount of queued events becomes greater than the value specified for this option, Interaction Server will discard the data, and events will not be written to the database or the message queue. When setting this parameter, keep in mind that reporting events, depending on the average event size, may consume large amounts of memory. This parameter should be set to allow for safe failover to the backup DB Server in the case of database event logger. Note that Interaction Server makes immediate attempts to reconnect to DB Server (primary and backup) if the 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 52) 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 68, 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 53) 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 68, 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 53).
- If the Interaction Server does not find this option, it uses the value of the `default-max-submitted-per-router` option (see page 53) 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 68, 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 66) 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 53) 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.

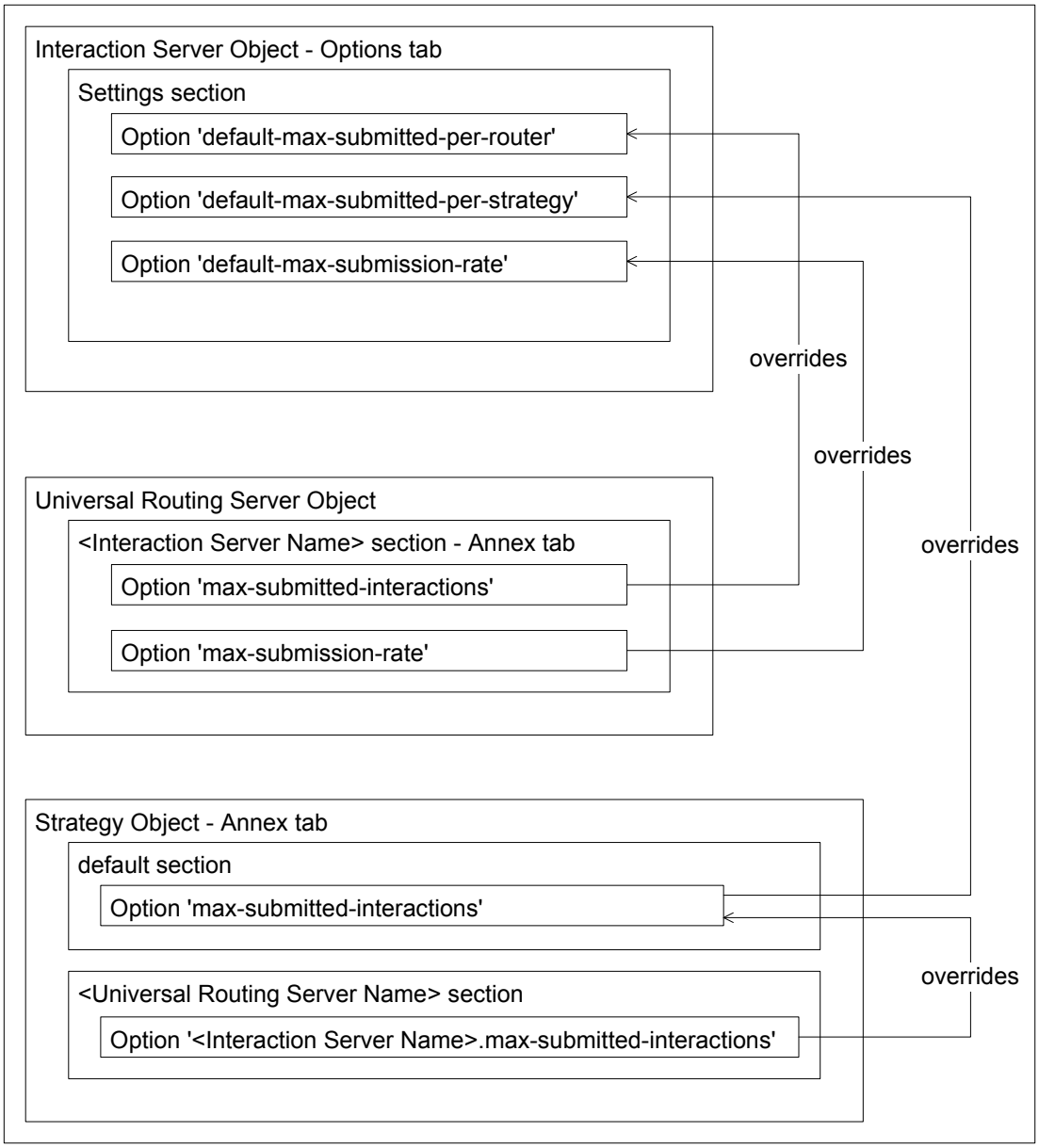

Figure 2: Interaction Submission Process

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`.

no-userdata-changed-response-to-urs

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

Changes Take Effect: Immediately

Specifies whether Interaction Server should (`false`) or should not (`true`) send a response to Universal Routing Server on requests to change interaction properties.

Note: The default value for `no-userdata-changed-response-to-urs` changed from `true` to `false` in eServices 8.0.1.

not-ready-on-invitation-timeout

Default Value: `true`
Valid Values: `true, false, dnd-on, all-media`
Changes Take Effect: Immediately

Specifies whether Interaction Server should automatically make an agent `Not Ready` on media if `delivering-timeout` (see page 54) 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` causes Interaction Server to automatically make the agent `Not Ready` for the media in this situation. Setting the option to `false` means nothing will be done. A value of `dnd-on` means the agent's `DoNotDisturb` state will be set (and nothing will be delivered to the agent afterward). A value of `all-media` means all media will be set to `Not Ready`.

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

This option changed in eServices 8.0.1. In previous releases, `true` and `false` were the only valid values. The values `dnd-on` and `all-media` were new in 8.0.1

notify-workbin-userdata-changed

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

Specifies whether Interaction Server should (`true`) or should not (`false`) support notifications regarding interaction property changes for interactions located in workbins.

If this option is set to true, clients can specifically request notification regarding user data changes for interactions located in workbins in addition to notifications regarding workbin content changes (such as when an interaction is added to or removed from a workbin). If this option is set to `false`, notifications regarding property changes will not be sent regardless of the client's request.

number-of-database-connections

Default Value: 5
Valid Values: Any integer from 1–200
Changes Take Effect: Immediately, but any open connections remain open until shutdown

The option specifies number of database connections Interaction Server is allowed to use.

password

Default Value: No default value
Valid Values: Any valid password
Changes Take Effect: After restart for

This option is relevant for JMS Event Logger only.

Specifies the password to be used when the connection factory creates a connection to the message queue. If either the username (see page 74) or password is missing, the connection is created with the default identity.

reconnect-timeout

Default Value: 10
Valid Values: 3—30
Changes Take Effect: After restart

This option is relevant for JMS only.

If the connection to the JMS MQ broker is lost or being restarted, this parameter specifies the minimum time interval (in seconds) between successive attempts to establish a connection.

recoverable

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart for JMS, immediately for MSMQ

This option is relevant for JMS and MSMQ only.

For JMS, if this option is set to true, the message producer will have the delivery mode set to DeliveryMode.PERSISTENT, otherwise the delivery mode will be set to DeliveryMode.NON_PERSISTENT. It should be noted that if the delivery mode is NON_PERSISTENT and the corresponding message queue is deleted on the fly, Interaction Server will not report any errors, even though the messages will not be written anywhere.

For MSMQ message queue, if this option is set to true, the messages being sent will have a flag MQMSG_DELIVERY_RECOVERABLE, otherwise, the messages will have a flag MQMSG_DELIVERY_EXPRESS.

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.

reporting

Default Value: No default value
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from user data in events sent to reporting engines such as Stat Server, ICON or a custom reporting engine.

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.

router

Default Value: No default value
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to routing engines such as Universal Routing Server or a custom routing engine.

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.

schema-name

Default Value: `dbo`
Valid Values: Any valid MSSQL database schema name
Changes Take Effect: After restart

Specifies the schema name to use with MS SQL Server to access the database.

Note: In the Interaction Server application configuration options, this option specifies the main Interaction Server database schema name. In the options for the Logger DAP, this option specifies the database schema for event logging.

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: `500`
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.

system

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 application-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 `eServiceSystemStat.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.

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 8.0 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.)

udata

Default Value: No default value
Valid Values: A comma-separated list of event identifiers
Changes Take Effect: Immediately

Specifies a comma-separated list of event identifiers which must contain user data. If the option is absent or empty, that is interpreted to mean that all user data is to be included in all events. This option is analogous to the `UData` key used in reporting registration.

username

Default Value: No default value
Valid Values: Any valid username
Changes Take Effect: After restart for

This option is relevant for JMS Event Logger only.

Specifies the username to be used when the connection factory creates a connection to the message queue. If either the `username` or `password` (see page 70) is missing, the connection is created with the default identity.

Log Options

Except for the `messagefile` option, all log options for Interaction Server are identical to those for other servers specific to eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 Configuration Options Reference Manual.*

Interaction Server Proxy Options

This section describes the configuration options for Interaction Server Proxy, an application that was introduced in release 7.6.1. Use Configuration Manager or Genesys Administrator 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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 Configuration Options Reference Manual*.

Web API Server Options

This section describes the configuration options for Web API Server. Use Configuration Manager or Genesys Administrator to view or change these options. See page 14 for information on accessing configuration options.

Web API 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.

Table 10: Web API Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*[a]	default	Existing	Page 76

Table 10: Web API Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings	default-char-set	Existing	Page 76
	default-code-page	Existing	Page 77
log	messagefile	Existing	Page 78

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 11)
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 11)
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 11: 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
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

Table 11: Supported Code Pages and Character Sets (Continued)

Description	Code Page	Character Set
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

Log options for Web API Server are identical to those for other servers specific to eServices 8.0 with the following exceptions:

- The value for the `messagefile` option is `webapimsg.lms`
- The following options are not supported in the 8.0 release of Web API Server:
  - `buffering`
  - `check-point`
  - `memory`
  - `memory-storage-size`
  - `spool`
  - `compatible-output-priority`

See “Common Log Options and Servers” on page 14 for a list of all log options for eServices 8.0 servers.

For a description of log options, see the *Framework 8.0 Configuration Options Reference Manual.*

Chat Server Options

This section describes the configuration options for Chat Server. Use Configuration Manager or Genesys Administrator to view or change these options. See page 14 for information on accessing configuration options.

Chat Server options are on the `Options` tab of the `Properties` dialog box. Table 12 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 eServices Wizard, it allows you to add endpoints and to select the queue to which Chat Server will submit new chat interactions. 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 12: Chat Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*	[list of endpoints, which could include a default endpoint]	Existing	Page 80
esp-settings	esp-default-nickname	Existing	Page 80
settings	flex-disconnect-timeout	Existing	Page 80
	hide-attached-data	Existing	Page 81
	max-waiting-requests	Existing	Page 81
	message-log-print-size	Existing	Page 81
	server-reply-timeout	New	Page 81
	stop-abandoned-interaction	Existing	Page 81
	transcript-auto-save	Existing	Page 82
	transcript-resend-delay	New	Page 82
	transcript-save-notices	Existing	Page 82
	use-contact-server	Existing	Page 82
	user-register-timeout	Existing	Page 83
	webapi-port	Existing	Page 83
	web-user-max-messages	Existing	Page 83

Table 12: Chat Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	xml-request-max-size	Existing	Page 84
log	messagefile	Existing	Page 84

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 79.

esp-default-nickname

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

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

Note: Starting with release 7.2, Chat Server provides the ability to send 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.

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.

server-reply-timeout

Default Value: `30`
Valid Values: Between `1` and `86400`
Changes Take Effect: Immediately

This option specifies how long (in seconds) Chat Server will wait for a reply from other servers, particularly Universal Contact Server and Interaction Server. If no reply is received within the specified timeout, Chat Server considers the corresponding request to have failed.

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.

transcript-resend-delay

Default Value: `15`
Valid Values: Between `1` and `86400`, or `0` to disable
Changes Take Effect: Immediately

This option specifies how often (in seconds) Chat Server will try to resend "Update" and "Close" requests to Universal Contact Server, if the previous request failed (with a recoverable reason) or if the timeout expired. Setting this option to `0` will disable this functionality.

Note: If this option is missing from the Chat Server configuration, Chat Server will use the the value `0`, which disables this functionality. This is required to preserve backward compatibility.

transcript-save-notices

Default Value: `selective`
Valid Values: `none, selective, all`
Changes Take Effect: Immediately

Specifies which notifications will be saved in the transcript in the UCS database.

Value	Description
`none`	No notifications will be saved in the transcript.
`selective`	All notifications except typing ones (USER_TYPING_ON and USER_TYPING_OFF) will be saved in the transcript.
`all`	All notifications will be saved in the transcript.

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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 Configuration Options Reference Manual.*

E-mail Server Options

This section describes the configuration options for E-mail Server. Use Configuration Manager or Genesys Administrator to view or change these options. See page 14 for information on accessing configuration options.

Prior to release 8.0.1, E-mail Server was called E-mail Server Java.

Note: When the Universal Contact Server option `convert-idn-to-unicode` (see page 22) is set to `true`, all domain addresses from IRD and all domain addresses configured in E-mail Server options must be specified in Unicode.

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 eServices 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's configuration object, because E-mail Server supports only a single tenant. See the *eServices 8.0 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 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 108.

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 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 than 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—Options Table

E-mail 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: E-mail Server Configuration Options

Section	Option	New/Existing	See Page
chat-client	address	Existing	Page 90
email-encoding	x-user-defined	Existing	Page 116
email-processing	attachment-mngt	Existing	Page 92
	autobot-agent-login-name	Existing	Page 93
	autowar-detect-period	Existing	Page 93
	autowar-max-reply-count	Existing	Page 94
	autowar-scan-all-threads-of-contact	Existing	Page 94
	bcc-address	Existing	Page 94
	cc-userdata-limit	Existing	Page 94
	check-email-address	Existing	Page 95
	contact-identification	Existing	Page 96
	default-domain	Existing	Page 97
	default-from-address	Existing	Page 97
	default-inbound-queue	Existing	Page 97
	enable-autowar-detect	Existing	Page 99
	enable-extract-uuencoded-file	Existing	Page 100
	enable-inbound-processor	Existing	Page 100
	enable-inbound-submitter	Existing	Page 100
	enable-mail-loops	Existing	Page 100
	enable-outbound-submitter	Existing	Page 101
	enable-message-id-check	Existing	Page 101

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
email-processing (continued)	enable-same-mail-from-mailboxes	Existing	Page 101
	ext-resource-incoming-address	Existing	Page 103
	fieldcode-format-locale	Existing	Page 104
	hide-attached-data	Existing	Page 104
	inbound-msg-thread-pool-size	Existing	Page 105
	inbound-processor-high-watermark	Existing	Page 105
	inbound-processor-low-watermark	Existing	Page 105
	inbound-processor-period	Existing	Page 106
	inbound-processor-thread-pool-size	Existing	Page 106
	inbound-submitter-period	Existing	Page 106
	inbound-submitter-high-watermark	Existing	Page 106
	inbound-submitter-low-watermark	Existing	Page 106
	inbound-submitter-thread-pool-size	Existing	Page 107
	ixn-server-cnx-max-idle-time	Existing	Page 107
	ndr-senders-list	Existing	Page 108
	outbound-msg-charset	Existing	Page 109
	outbound-msg-thread-pool-size	Existing	Page 109
	outbound-submitter-period	Existing	Page 110
	outbound-submitter-high-watermark	Existing	Page 109
	outbound-submitter-low-watermark	Existing	Page 110
	outbound-submitter-thread-pool-size	Existing	Page 110
	quote-from	Existing	Page 112
	quote-prefix	Existing	Page 112
	quote-sent	Existing	Page 112
	quote-separator	Existing	Page 112

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
email-processing (continued)	quote-subject	Existing	Page 113
	socket-timeout	Existing	Page 113
	subject-forward-prefix	Existing	Page 113
	subject-reply-prefix	Existing	Page 113
	subject-threading-substrings	Existing	Page 114
mime-customization	enable-inbound	Existing	Page 100
	enable-inbound-debug-log	Existing	Page 100
	enable-outbound	Existing	Page 101
	enable-outbound-debug-log	Existing	Page 101
	inbound-class-name	Existing	Page 105
	inbound-keep-received-mime	Existing	Page 105
	outbound-class-name	Existing	Page 109
	outbound-keep-sent-mime	Existing	Page 109
pop-client [a]	address	Existing	Page 91
	allow-bad-msg-size	Existing	Page 92
	connect-timeout	Existing	Page 96
	cycle-time	Existing	Page 97
	delete-bad-formatted-msg	Existing	Page 98
	delete-big-msg	Existing	Page 98
	enable-big-msg-stripping	Existing	Page 99
	enable-client	Existing	Page 99
	enable-debug	Existing	Page 99
	enable-ssl	Existing	Page 102
	enable-starttls	Existing	Page 102
	endpoint	Existing	Page 103

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
pop-client (continued)	leave-msg-on-server	Existing	Page 107
	mail.<javamail-property>	Existing	Page 107
	mailbox	Existing	Page 108
	maximum-msg-number	Existing	Page 108
	maximum-msg-size	Existing	Page 108
	password	Existing	Page 110
	port	Existing	Page 111
	protocol-timeout	Existing	Page 111
	server	Existing	Page 113
	type	Existing	Page 114
smtp-client	cnx-check-idle-time	Existing	Page 95
	cnx-max-idle-time	Existing	Page 95
	cnx-pool-size	Existing	Page 95
	connect-timeout	Existing	Page 96
	enable-authentication	Existing	Page 98
	enable-debug	Existing	Page 99
	enable-ssl	Existing	Page 102
	enable-starttls	Existing	Page 102
	password	Existing	Page 110
	port	Existing	Page 111
	protocol-timeout	Existing	Page 111
	server	Existing	Page 113
	user	Existing	Page 115

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
iwe-processing	address	Existing	Page 91
	enable-web-form	Existing	Page 103
	endpoint	Existing	Page 103
	worker-threads	Existing	Page 115
outbound-collaborative-invite	attach-parent-email	Existing	Page 92
	attach-parent-email-masquerading-from-address	Existing	Page 92
	quote-parent-email	Existing	Page 112
settings	cnx-to-ucs-wait-time	Existing	Page 96
	max-cnx-to-ucs	Existing	Page 108
	ucs-duplex-mode	Existing	Page 115
	webapi-port	Existing	Page 115
services	third-party-max-queueing-time	Existing	Page 114
	third-party-pool-size	Existing	Page 114
endpoints:*tenant_dbid*	[list of endpoints, which could include one called `default`; see "Endpoints" on page 84]	Existing	Page 97
log	messagefile	Existing	Page 116

a. If you have multiple POP clients, you can create multiple [`pop-client xxx`] sections. For more information, see "Multiple POP clients" on page 85.

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.

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 default `From` address used will be the address specified in this option. However, if an agent creates a reply `email-out`, the agent can change the `From` address by choosing an address from the pop-client addresses defined in all E-mail Server 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

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 85.

allow-bad-msg-size

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next pop cycle

Specifies how E-mail Server 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.

attach-parent-email

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

Specifies whether the original e-mail is included as an attachment in an outbound-collaboration-invite e-mail. A value of true indicates the original e-mail will be included.

attach-parent-email-masquerading-from-address

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

Specifies what to do to the From address of the attached e-mail. This can be used to prevent an external agent from replying directly to a customer. The from address of the attached e-mail is replaced by the specified string, such as Noreply. If left blank, the from address is not changed.

Note: This option is applicable only if the option attach-parent-email is set to true.

attachment-mngt

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

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

- The value of `LEAVE` causes this E-mail Server 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 or later.

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 8.0 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, 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 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 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 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 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.

cc-userdata-limit

Default Value: -1
Valid Values: -1, or any positive integer
Changes Take Effect: Immediately

Specifies when to add the keys Cc and _NumberOfCcAddresses to user data. A value of -1 (or any negative number) indicates to never add the keys Cc and _NumberOfCcAddresses to user data. A positive number indicates to add the keys Cc and _NumberOfCcAddresses to user data if the number of Cc addresses in the received e-mail is *less* than or equal to the specified number. If the number of Cc addresses in the received e-mail is *greater* than the specified number, only the key _NumberOfCcAddresses is added to user data.

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 checks to see whether the connection is really established. If the SMTP connection is idle for longer than the specified value, E-mail Server 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 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 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 must receive this token first, before it can perform an operation in UCS. The `max-cnx-to-ucs` option (see page 108) 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 handles contact identification and auto-creation. A value of `IDENTIFY-AND-CREATE` means E-mail Server attempts to identify the contact. If the contact is not found, it is created. A value of `IDENTIFY-ONLY` means E-mail Server 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 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 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 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 84.

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 108).

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 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 must create a stripped version of messages whose size exceeds the configured `maximum-msg-size` (see page 108). 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 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`

Section	Option
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 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 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: `true, false`

Changes Take Effect: At next POP cycle

Determines what E-mail Server 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 downloads only the first one and deletes the others from the corporate mail server.

With the setting `true`, E-mail Server 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-starttls (pop-client section)

Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: At the next pop cycle

With a value of `true`, enables the use of the STARTTLS command (if supported by the server) to switch the connection to a TLS-protected connection before issuing any login commands.

Note: This works for IMAP protocol only.

enable-starttls (smtp-client section)

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

With a value of `true`, enables the use of the STARTTLS command (if supported by the server) to switch the connection to a TLS-protected connection before issuing any login commands.

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 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 84).

If this endpoint name is not defined in that section, then E-mail Server 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 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 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 84).

If this endpoint name is not defined in that section, then E-mail Server 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 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 would receive the system-generated e-mail that it had just sent out.

You set this value set during E-mail Server 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 5 on page 25 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.loc.gov/standards/iso639-2/php/English_list.php` and `http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.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 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'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 *eServices 8.0 User's Guide.*

mailbox

Default Value: No default value
Valid Values: Any valid login name associated with a POP/IMAP account
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 setup.

Note: In the E-mail Server 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 91.

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 can simultaneously perform on its connected UCS. This limitation of throughput from E-mail Server 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 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 98.

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 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 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 98) 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-parent-email

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

Specifies whether the original e-mail is quoted in the body of an outbound-collaboration-invite e-mail. A value of `true` indicates the original e-mail will be quoted.

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. If left blank, `localhost` will be used as the 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 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 first uses the MIME-based threading mechanism, checking standard e-mail headers such as `In-Reply-To` or `References E-mail` for a parent interaction's `MIME id`. If these are not provided, 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 8.0 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 queue before being considered too old and rejected. These requests are related to routing blocks that E-mail Server 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 111), 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 in duplex mode. Duplex mode allows bidirectional communication between Universal Contact Server and E-mail Server through firewalls or NAT routers. Duplex mode must be enabled both on UCS (with the `ucsapi-duplex-mode` option) and on E-mail Server (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 103) 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 accepts from Web API Server.

Note: This option applies only if you set `enable-web-form` (see page 103) 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. 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 are identical to those for other servers specific to eServices 8.0. See "Common Log Options and Servers" on page 14 for a list of these options.

For E-mail Server, the value for the `messagefile` option is `EmailServer.lms`.

For a description of log options, see the *Framework 8.0 Configuration Options Reference Manual.*

Note: In release 7.x and 8.0, 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 or Genesys

Administrator to view or change these options. See Page 14 for information on accessing configuration options.

Co-Browsing Server options are on the Options tab of the Properties window.

Table 14 lists the sections on the Options tab of the Properties window and the options that belong in each section.

Table 14: Co-Browsing Server Configuration Options

Section	Option	New/Existing	See Page
General	alias	Existing	Page 117
	web-server-host	Existing	Page 117
Log	messagefile	Existing	Page 117

Option descriptions follow.

alias

Default Value: No default value
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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 Configuration Options Reference Manual*.

Classification Server Options

This section describes the configuration options for Classification Server. Use Configuration Manager or Genesys Administrator to view or change these options. See page 14 for information on accessing configuration options.

Classification Server options are on the `Options` tab of the `Properties` dialog box. Table 15 lists the sections on this tab and the options that belong in each section.

Table 15: Classification Server Configuration Options

Section	Option	New/Existing	See Page
cengine	log-level	Existing	Page 119
	log-path	Existing	Page 119
	model-check-interval	Existing	Page 119
	model-storage	Existing	Page 119
	subject-body-header	Existing	Page 120
license	license-file	Existing	Page 119
log	messagefile	Existing	Page 120
settings	hide-attached-data	Existing	Page 118

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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0Configuration Options Reference Manual.*

Training Server Options

This section describes the configuration options for Training Server. Use Configuration Manager or Genesys Administrator to view or change these options. See page 14 for information on accessing configuration options.

Training Server options are on the `Options` tab of the `Properties` dialog box. Table 16 on page 121 lists the sections on this tab and the options that belong in each section.

Table 16: Training Server Configuration Options

Section	Option	New/Existing	See Page
cengine	log-level	Existing	Page 121
	log-path	Existing	Page 121
	model-check-interval	Existing	Page 121
	model-storage	Existing	Page 122
log	messagefile	Existing	Page 122

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 eServices 8.0. See "Common Log Options and Servers" on page 14 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 8.0 Configuration Options Reference Manual*.

Knowledge Manager Options

This section describes the configuration options for Knowledge Manager. Use Configuration Manager or Genesys Administrator to view or change these options. (See "Setting Options" on page 14 for general information about accessing configuration options.)

Knowledge Manager options are on the `Properties` dialog box's `Options` tab. Table 17 on page 123 lists three sections (`general`, `security`, and `training`) that appear on that tab, along with the options that belong in that section. A fourth 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 17: Knowledge Manager Configuration Options

Section	Option	New/Existing	See Page
general	log-file	Existing	Page 123
	log-level	Existing	Page 123
	update-cfg	Existing	Page 124
	subject-body-header	Existing	Page 124
security	disable-rbac	Existing	Page 123
training	training-license	Existing	Page 124

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.

disable-rbac

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

Specifies whether the role-based access control (RBAC) feature should be disabled (`true`) or enabled (`false`).

Note: Disabling the Role Based Access Control feature will make Knowledge Manager 8.0.1 and 8.0.2 behavior compatible with the previous releases.

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. 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
- E-mail Accounts 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.

SMS Server Options

This section describes the configuration options for SMS Server. SMS Server is a new component in release 8.0. SMS Server supports two operational modes: **paging mode** and **session (chat) mode**. For more information about SMS Server and these operational modes, see the *eServices 8.0 Deployment Guide*. Use Configuration Manager or Genesys Administrator to view or change SMS Server options. See page 14 for information on accessing configuration options.

SMS Server options are on the `Options` tab of the `Properties` dialog box. Table 18 on page 126 lists the sections on this tab and the options that belong in each section.

Endpoints

The `endpoints:*tenant_dbid*` section specifies interaction queues for paging mode's inbound SMS messages. The tenant's database ID (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each `endpoints` section can contain multiple options for various queues. 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. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

Messaging Channel

The `channel-<name>` section specifies a messaging channel, which submits inbound SMS and/or MMS messages to SMS Server and receives outbound messages from SMS Server to transport them to a mobile messaging provider (such as SMS Center, MMS Center, SMS/MMS integrator, GSM hardware, and SMS/MMS gate software). A separate `channel-<name>` section should be created for every channel served by SMS Server. Some options in these

sections are universal for different channels, some of them are inbound- or outbound-specific and the rest are channel-specific. As a general rule, channel-specific options are named with `x_` prefix. Depending on the particular channel driver, and inbound and/or outbound medias supported by channel, configuration requires setting different options.

Table 18: SMS Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*[a]	[list of endpoints]	Existing	Page 125
channel-<name>	callback-number-default	Existing	Page 127
	connection-check-timeout	Existing	Page 127
	connection-host	Existing	Page 127
	connection-login-name	Existing	Page 128
	connection-port	Existing	Page 128
	driver-name	Existing	Page 128
	inbound-media	Existing	Page 128
	inbound-route-<name>	Existing	Page 128
	inbound-route-default	Existing	Page 129
	outbound-media	Existing	Page 130
	outbound-numbers	Existing	Page 130
	password	Existing	Page 131
	reconnection-timeout	New	Page 131
	x-jsms-config-file	Existing	Page 132
	x-jsms-transport	Existing	Page 133
	x-smpp-address-range	Existing	Page 133
	x-smpp-service-type	New	Page 133
	x-smpp-system-type	Existing	Page 133
	x-sms-charset-reduced	Existing	Page 133

Table 18: SMS Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings	hide-attached-data	Existing	Page 128
	session-max-number	Existing	Page 131
	session-request-keyword	Existing	Page 132
	session-shutdown-timeout	Existing	Page 132
	sms-subject-size	Existing	Page 132
log	messagefile	Existing	Page 134

a. The tenant's database ID (in decimal format) is represented by `*tenant_dbid*`. 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 default value of an option differs from that in the application template, consider the value in the template more accurate.

callback-number-default

Default Value: An empty string
Valid Values: An empty string, or any valid phone number
Changes Take Effect: After restart

Specifies the default callback phone number. This option is used to fulfill the `Source Number` parameter for outbound messages. If SMS Server receives an ESP request without a `Source Number` parameter, it places the value of this option into the request instead.

connection-check-timeout

Default Value: `180`
Valid Values: Any integer greater than or equal to `30`
Changes Take Effect: After restart

Specifies how often (in seconds) SMS Server checks the connection with the messaging provider. If a disconnected state is detected, SMS Server starts the reconnection procedure for this messaging channel.

connection-host

Default Value: An empty string
Valid Values: An empty string, or any valid host name
Changes Take Effect: After restart

Specifies the name of the messaging provider host (SMSC, MMSC, and others).

connection-login-name

Default Value: An empty string
Valid Values: An empty string, or any valid login name
Changes Take Effect: After restart

Specifies the login name used to connect to the messaging provider.

connection-port

Default Value: An empty string
Valid Values: An empty string, or any valid port
Changes Take Effect: After restart

Specifies the port used to connect to the messaging provider.

driver-name

Default Value: No default value
Valid Values: `opensmpp, jsms`
Changes Take Effect: After restart

Specifies which software driver is used to connect to a mobile service provider (SMSC or MMSC). The value `opensmpp` means OpenSMPP software will be used. A value of `jsms` means jSMS software will be used.

Note: This option is mandatory and there is no default value.

hide-attached-data

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

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

inbound-media

Default Value: An empty string
Valid Values: An empty string, `sms, mms,` or `sms,mms`
Changes Take Effect: After restart

Specifies the media contents the connector is able to accept from a mobile service provider and in turn submit to Interaction Server. If this option's value is an empty string, inbound messaging is not supported by this channel.

inbound-route-<name>

Default Value: No default value
Valid Values: See description

Changes Take Effect: After restart

This option specifies destination endpoints for inbound SMS or MMS messages received from a mobile service provider. Routing rules are ordered according to a lexicographic ordering of their names '`inbound-route-<name>`'. The option value is configured in the format:

`<dest-number-matcher>, [<tenant-id>: <SMS Server's endpoint for paging>] [, <tenant-id>:<Chat Server's endpoint for session>]`

where:

`<dest-number-matcher>` is a regular expression that specifies a set of inbound phone numbers corresponding to this routing rule.

`<SMS Server's endpoint for paging>` is a paging endpoint, which defines an interaction queue for inbound messages. This is an optional clause of a routing rule.

`<Chat Server's endpoint for session>` is a session endpoint, which defines an interaction queue for inbound messages. This is an optional clause of a routing rule.

SMS Server uses the following decision procedure for discrimination of paging and session modes:

- A routing rule with a single target specified defines a **one-mode inbound channel**, which supports only a paging or a session mode. In the example on page 129, these rules are `inbound-route-b` and `inbound-route-c`. Rule `inbound-route-b` is a single-mode paging rule. Rule `inbound-route-c` is a single-mode session rule.
- A rule with both targets specified defines a **two-mode inbound channel**. For inbound messages corresponding to this type of rule, a message's prefix (a starting word or an expression in a message) is compared with the specified pattern and a decision about which mode is required is based on a result of this comparison.

A default (one-mode or two-mode) rule must be specified in the configuration option `inbound-route-default`. This rule is applied to inbound messages that are not matched with regular routing rules

Example:

```
inbound-route-a = +16505550001, 101:paging1, 101:session1
inbound-route-b = +16505550002, 101:paging2
inbound-route-c = +16505550003, , 101:session2
```

inbound-route-default

Default Value: No default value
Valid Values: See description
Changes Take Effect: After restart

This option is used to specify a default rule which will be used to route inbound messages that are not matched with regular inbound routing rules. The option value is configured in the format:

`[<tenant-id>: <SMS Server's endpoint for paging>] [, <tenant-id>:<Chat Server's endpoint for session>]`

where:

`<SMS Server's endpoint for paging>` is a paging endpoint, which defines an interaction queue for inbound messages. This is an optional clause of a routing rule.

`<Chat Server's endpoint for session>` is a session endpoint, which defines an interaction queue for inbound messages. This is an optional clause of a routing rule.

outbound-media

Default Value: An empty string
Valid Values: An empty string, or `sms`
Changes Take Effect: After restart

Specifies the media contents the connector is able to submit to a mobile service provider. If this option's value is an empty string, outbound messaging is not supported by this channel.

outbound-numbers

Default Value: An empty string
Valid Values: See description
Changes Take Effect: After restart

This option is used to select an appropriate messaging channel for outbound messages according to the source and destination numbers specified in the message. If this option's value is an empty string, outbound messages will not be routed to this channel.

The option value is configured in the format:

`[<dest-number-matcher>] [ , [<src-number-matcher>] [ , <logical-connective, AND | OR(default)>] ]`

where:

`<dest-number-matcher>` and `<src-number-matcher>` are regular expressions which are applied to the destination and source phone numbers of a message.

`<logical-connective>` is a logical operation used to calculate a cumulative boolean value of the matcher's expression.

The selector's expression is evaluated in the following way:

Logical-value-of(`<dest-number-matcher>`) .`<logical-connective>`. Logical-value-of(`<src-number-matcher>`)

- Omitted `<dest-number-matcher>` or `<src-number-matcher>` is evaluated as `FALSE`
- Omitted `<logical-connective>` equals `OR`

Example 1:

`outbound-numbers` = <EMPTY> (nothing specified in the configuration)

The connector is used for inbound messages only. The expression value = `FALSE OR FALSE`, which equals `FALSE`.

Example 2:

```
outbound-numbers = .*
```

The connector is applicable for outbound messages with any source and destination numbers . The expression-value = `TRUE OR FALSE`, which equals `TRUE`. Equivalent expressions are:

```
 .*, .*
.*, , OR
.*, .*, OR
```

Example 3:

```
outbound-numbers = .*, 1650.*
```

The connector is applicable for outbound messages with any destination number and source numbers starting with the digits 1650.

Example 4:

```
outbound-numbers = 1925.*, 1651.*
```

The connector is applicable for outbound messages with destination numbers starting with the digits 1925 and source numbers starting with the digits 1651.

password

Default Value: An empty string
Valid Values: An empty string, or a valid password
Changes Take Effect: After restart

Specifies the password used to connect to the messaging provider (SMSC, MMSC, and others).

reconnection-timeout

Default Value: `180`
Valid Values: Any positive integer greater than or equal to `10`
Changes Take Effect: After restart

Specifies the time span (in seconds) between attempts to reconnect to a media source (such as SMSC or MMSC) when the connection has been lost or has not been established.

session-max-number

Default Value: `10`
Valid Values: `0`–`1000`

Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions to be processed by SMS Server.

session-request-keyword

Default Value: `.chat.`
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the prefix in the inbound message that initiates session mode. SMS Server looks for this string at the beginning of any inbound message. If SMS Server finds the string, and a chat session is not already in progress, and an inbound route matched to this message is not a single-mode paging route, it initiates a chat session.

session-shutdown-timeout

Default Value: `180`
Valid Values: Any integer greater than or equal to `30`
Changes Take Effect: After restart

Specifies the length of time (in seconds) that will pass before an active chat session is terminated. The session is terminated if no SMS messages are received from a mobile client during this timespan.

sms-subject-size

Default Value: `25`
Valid Values: `0,` or any integer from `4`–`80`
Changes Take Effect: After restart

Specifies the maximum size (number of characters) of a subject string for an inbound SMS message. The subject string is created by truncating the SMS message body to the specified length. A value of `0` means that a Subject attribute is not added to an interaction.

x-jsms-config-file

Default Value: `jsms.conf`
Valid Values: the full name of the jSMS configuration file
Changes Take Effect: After restart

Specifies the name and location of the configuration file for the jSMS driver. If a full path is not specified, SMS Server searches its current (working) folder for the file. This option applies to `jsms` drivers (see “driver-name” on page 128). Parameters of the jSMS configuration file are described in the file located at `<SMS Server installation folder>\jsms.conf` and in the *jSMS User's Guide* located at `<SMS Server installation folder>\lib\jsms\docs\users_guide.pdf`.

x-jsms-transport

Default Value: `mm7`
Valid Values: `mm7, gsm`
Changes Take Effect: After restart

Specifies the jSMS's transport module used to transport MMS or SMS messages between the SMSC or MMSC and SMS Server. This option applies to `jsms` drivers (see "driver-name" on page 128). An option value of `gsm` means that a GSM modem is being used as connection hardware. A value of `mm7` means that MMS MM7 protocol is being used to interact with an MMS provider. MM7 protocol is used to exchange messages between MMS servers and MMS VAS (Value Added Services) applications.

x-smpp-address-range

Default Value: An empty string
Valid Values: An empty string, or a range of phone numbers in the form of a regular expression
Changes Take Effect: After restart

Specifies the SMPP BIND command's `address range` parameter if requested by the SMSC administrator. This option applies to `opensmpp` drivers (see "driver-name" on page 128).

For example, an option value of `+15551230002` indicates one phone number has been assigned to SMS Server by the service provider. An option value of `+155512300\d` indicates that ten inbound phone numbers (from +15551230000 to +15551230009) are assigned to SMS Server by the service provider.

x-smpp-service-type

Default Value: NULL
Valid Values: Any valid string specified by an SMS provider or a used SMS gateway
Changes Take Effect: After restart

Specifies the value of the `service_type` field of the SMPP protocol's `SUBMIT_SM` command. This option applies to `opensmpp` drivers (see "driver-name" on page 128).

x-smpp-system-type

Default Value: An empty string
Valid Values: An empty string, or any valid name
Changes Take Effect: After restart

Specifies the SMPP BIND command's `system type` parameter if requested by the SMSC administrator. This option applies to `opensmpp` drivers (see "driver-name" on page 128).

x-sms-charset-reduced

Default Value: `false`

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

Specifies that the SMSC is only able to accept GSM 03.38 encoded messages.

Note: SMS Server supports both GSM 03.38 and UCS2 encoding. Outbound messages are formed by the Server depending on message content and the ability of the SMCS described with this option.

Log Options

Except for the `messagefile` option, all log options for SMS Server are identical to those for other servers specific to eServices 8.0. See "Common Log Options and Servers" on page 14 for a list of these options.

For SMS Server, the value for the `messagefile` option is `smsserver.lms`.

For a description of log options, see the *Framework 8.0 Configuration Options Reference Manual.*

Capture Point Options

This section describes the configuration options for Capture Points. The ability to configure capture points is a new feature in release 8.0.2.
Use Configuration Manager or Genesys Administrator to view or change Capture Point options. See page 14 for information on accessing configuration options.

Capture Point options are on the `Options` tab of the `Properties` dialog box for a Capture Point application type. Table 19 lists the sections on this tab and the options that belong in each section.

Endpoints

To enable endpoints functionality for the integrated Capture Point, you must add a tenant on the `Tenants` tab of the Capture Point `Application` and you must add a section called `endpoints` to the configuration options. You can add the endpoints section manually in Configuration Manager or by using Interaction Routing Designer (IRD) version 8.0.100.12 or later. The integrated Capture Point endpoints work in the same way as endpoints for media servers.

The `endpoints:*tenant_dbid*` section specifies interaction queue for inbound messages. The tenant's database ID (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each endpoints section can contain only one queue. This queue is used by Interaction Server as the default inbound queue if the inbound queue is not specified in the inbound interaction. Create options that represent this queue as key/value pairs in the `endpoints:*tenant_dbid*` section, where the

key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

Refer to *Universal Routing 8.0 Business Process User's Guide* and IRD Help for additional information.

Capture Point default-values Section

The Capture Point options `default-values` section may contain values for any interaction attribute which will be added to an interaction if it is not present in the interaction representation after the transformation has been applied. Any interaction attributes can be specified in the interaction representation (including tenant id, interaction queue, and so on), and will override any default value specified. The default values can be used to specify the initial submit queue, capture point specific initial values, and so on. If the source item does not contain the attribute, it will be added with the specified default value.

Table 19: Capture Point Configuration Options

Section	Option	New/Existing	See Page
default-values	InteractionSubtype	Existing	Page 142
	InteractionType	Existing	Page 142
inbound-transformer-parameters	AllowAnyAttributes	Existing	Page 138
	CancelQueues	Existing	Page 138
	CaseSensitiveActions	Existing	Page 139
	CaseSensitiveAttributes	Existing	Page 139
	CompleteQueues	Existing	Page 139
	ExtendedAttributes	Existing	Page 141
	RestartQueues	Existing	Page 149
	SchemaDocumentPath	New	Page 149

Table 19: Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
notification-filtering	disable-unsolicited-notifications	Existing	Page 140
	notify-assigned	Existing	Page 145
	notify-changed	Existing	Page 145
	notify-created	Existing	Page 145
	notify-error	Existing	Page 145
	notify-held	Existing	Page 146
	notify-moved	Existing	Page 146
	notify-resumed	Existing	Page 146
	notify-route-requested	Existing	Page 146
	notify-stopped	Existing	Page 146
outbound-transformer-parameters	CancelQueues	Existing	Page 138
	CompleteQueues	Existing	Page 139
	ErrorHeldQueues	Existing	Page 141
	RejectQueues	Existing	Page 149
	RestartQueues	Existing	Page 149
settings	after-rollback-delay	Existing	Page 138
	canceled-directory	New	Page 138
	capture-point-type	Existing	Page 139
	completed-directory	New	Page 139
	consumer-receive-timeout	Existing	Page 140
	error-directory	New	Page 140
	error-held-directory	New	Page 140
	error-queue-name	Existing	Page 140
	inbound-directory	New	Page 141
	inbound-queue-name	Existing	Page 141

Table 19: Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	inbound-scan-interval	New	Page 141
	include-ids-in-duplicate-error	New	Page 142
	iwd-compatibility-mode	New	Page 142
	jms-connection-factory-lookup-name	Existing	Page 143
	jms-initial-context-factory	Existing	Page 143
	jms-provider-url	Existing	Page 143
	move-non-xml-from-inbound	New	Page 144
	notification-directory	New	Page 144
	notification-naming-mode	New	Page 144
	notification-queue-name	Existing	Page 145
	number-outbound-threads	New	Page 147
	number-receiving-sessions	Existing	Page 147
	outbound-message-type	Existing	Page 147
	outbound-queue-size	New	Page 147
	password	Existing	Page 147
	processed-directory	New	Page 148
	processed-queue-name	Existing	Page 148
	reconnect-timeout	Existing	Page 148
	rejected-directory	New	Page 148
	rollback-on-transformation-fail	Existing	Page 149
	username	Existing	Page 150
	xsl-inbound-transform-path	Existing	Page 150
	xsl-outbound-transform-path	Existing	Page 150

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.

after-rollback-delay

Section: `settings`
Default Value: `30`
Valid Values: `0`–`300`
Changes Take Effect: After restart

Specifies the delay in seconds to wait before attempting to process inbound messages again after the previous transaction has been rolled back.

AllowAnyAttributes

Section: `inbound-transformer-parameters`
Default Value: `false`
Valid Values: `true`, `false`
Changes Take Effect: After restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to `true`, all attributes from the inbound iWD message are copied into transformed message. If set to `false`, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

canceled-directory

Section: `settings`
Default Value: No default value
Valid Values: Path to the canceled directory
Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see “iwd-compatibility-mode” on page 142). This option is relevant to the File Capture Point only.

CancelQueues

Sections: `inbound-transformer-parameters`, `outbound-transformer-parameters`
Default Value: `iWD_Canceled`
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for canceled interactions.

capture-point-type

Section: `settings`
Default Value: No default value
Valid Values: `jms` or `file`
Changes Take Effect: After restart

Mandatory for all capture points. Defines a specific instance that Interaction Server must create for the capture point to function properly. A value of `jms` indicates that the capture point is to read XML documents out of the MQ supporting JMS. If this option is set to `file`, then a File Capture Point is instantiated.

CaseSensitiveActions

Section: `inbound-transformer-parameters`
Default Value: `false`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `false` or `no`, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Section: `inbound-transformer-parameters`
Default Value: `false`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `false` or `no`, the transformation script ignores letter case of known attribute names (including `Ext` and `Data` section names).

completed-directory

Section: `settings`
Default Value: No default value
Valid Values: Path to the completed directory
Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see “iwd-compatibility-mode” on page 142). This option is relevant to the File Capture Point only.

CompleteQueues

Section: `inbound-transformer-parameters, outbound-transformer-parameters`
Default Value: `iWD_Completed`
Valid Values: An empty string, or any valid queue name. Values for this option should match values in the `completed-queues` option (see page 52) of the Interaction Server to which the Capture Point connects.
Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for completed interactions.

consumer-receive-timeout

Section: `settings`
Default Value: `1000`
Valid Values: `200`—`5000`
Changes Take Effect: After restart

(JMS specific) Specifies the timeout (in milliseconds) on the message consumer blocking receive method.

disable-unsolicited-notifications

Section: `notification-filtering`
Default Value: `false`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `true` or `yes`, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

error-directory

Section: `settings`
Default Value: No default value
Valid Values: An empty string, or a path to a valid directory
Changes Take Effect: After restart

(Optional) Specifies the directory to copy messages that can not be processed from the inbound directory. In iWD compatibility mode, the error directory must contain a notification `.txt` file with the error description, along with the copy of the original `.xml` file which failed to be processed (see "iwd-compatibility-mode" on page 142). If the option's value is empty, unsuccessfully processed messages are consumed from the inbound directory and no copy remains. This option is relevant for the File Capture Point only.

error-held-directory

Section: `settings`
Default Value: No default value
Valid Values: Path to the error-held directory
Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see "iwd-compatibility-mode" on page 142). This option is relevant to the File Capture Point only.

error-queue-name

Section: `settings`
Default Value: No default value

Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(Optional) Specifies the message queue to copy messages that can not be processed from the inbound queue. If the option's value is empty, unsuccessfully processed messages are consumed from the inbound queue and no copy remains. This option is relevant for the JMS Capture Point only.

ErrorHeldQueues

Section: `outbound-transformer-parameters`
Default Value: `iWD_ErrorHeld`
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Sections: `inbound-transformer-parameters`
Default Value: No default value
Valid Values: An empty string, or any valid attributes
Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of attributes that has to be present under the `<Ext>` tag of the `CreateTask` iWD message.

inbound-directory

Section: `settings`
Default Value: No default value
Valid Values: Path to a valid inbound directory in the file system
Changes Take Effect: After restart

(Mandatory) Specifies the directory from which to read incoming messages. This option is relevant for the File Capture Point only.

inbound-queue-name

Section: `settings`
Default Value: No default value
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(Mandatory) Specifies the message queue from which to read incoming messages. This option is relevant for the JMS Capture Point only

inbound-scan-interval

Section: `settings`
Default Value: `10`
Valid Values: `5—120`

Changes Take Effect: After restart

Specifies the interval (in seconds) at which the File Capture Point scans the inbound directory for new files. This option is relevant for the File Capture Point only.

include-ids-in-duplicate-error

Section: `settings`
Default Value: `false`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

This option determines what is included in the error message that Interaction Server sends when a `submit` (`CreateTask` in iWD terms) request fails due to duplicate interaction IDs. With the setting `true`, the error message includes the actual actual `InteractionId` and `ExternalId` (`BrokerId` and `CaptureId` in iWD terms) of the existing interaction that prevented the `CreateTask` request from succeeding. With the setting `false`, the error message includes the `InteractionId` and `ExternalId` (`BrokerId` and/or `CaptureId` in iWD terms) that are supplied in the corresponding `CreateTask` request.

Note: A setting of `true` has a performance impact: Interaction Server first searches for the duplicate interaction in order to get the `InteractionId` and `ExternalId` (`BrokerId` and `CaptureId` in iWD terms) of the existing interaction.

InteractionSubtype

Section: `default-values`
Default Value: `InboundNew`
Valid Values: An empty string, or any valid interaction subtype
Changes Take Effect: After restart

Refer to the section “Capture Point default-values Section” on page 135 for more details.

InteractionType

Section: `default-values`
Default Value: `Inbound`
Valid Values: An empty string, or any valid interaction type
Changes Take Effect: After restart

Refer to the section “Capture Point default-values Section” on page 135 for more details.

iwd-compatibility-mode

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

Changes Take Effect: After restart

If this option is set to `true` or `yes`, the File Capture Point will operate in iWD compatibility mode. If this option is set to `false` or `no`, it will operate in normal mode. This option is relevant for the File Capture Point only.

Note: This options should be set to `true` if, and only if, the options `xsl-inbound-transform-path` and `xsl-outbound-transform-path` point to the supplied iWD compatibility scripts, `.\iwd_scripts\iWD2IxnServerTransformer.groovy` and `.\iwd_scripts\IxnServer2iWDTransformer.groovy`, respectively.

jms-connection-factory-lookup-name

Section: `settings`
Default Value: No default value
Valid Values: A valid connection factory lookup name
Changes Take Effect: After restart

(JMS specific, mandatory for JMS Capture Points) Specifies the name of the connection factory lookup name for the connection factory to be looked up in the initial context. Once looked up, the connection factory is used to create a connection with the JMS provider.

Note: For TIBCO EMS, this is the name of the factory that is created by using the `create factory` command.

jms-initial-context-factory

Section: `settings`
Default Value:
Valid Values:
Changes Take Effect: After restart

(JMS specific, mandatory for JMS Capture Points) The option value is a fully-qualified class name of the factory class in a JNDI service provider that will create an initial context. For example, `com.sun.jndi.fscontext.RefFSContextFactory` is the factory class name for the file system service provider.

Note: For TIBCO EMS, set the value to `com.tibco.tibjms.naming.TibjmsInitialContextFactory`.

jms-provider-url

Section: `settings`
Default Value: No default value
Valid Values: A valid URL string
Changes Take Effect: After restart

(JMS specific, mandatory for JMS Capture Points) Holds the name of the environment property that is used for specifying the configuration information for the service provider to use. The value of this option should contain a URL string (such as `ldap://somehost:389`). If a file system provider is used, this option contains the directory path to the `.bindings` file.

Note: TIBCO EMS provides a built-in JNDI provider. For TIBCO EMS, set the value of this option to `tibjmsnaming://hostname:7222`.

move-non-xml-from-inbound

Section: `settings`
Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `false` or `no`, the non-xml files in the inbound directory are ignored. Otherwise, non-xml files found in the inbound directory are moved to error directory, and are overwritten in the error directory if files with the same names exist in the error directory. If set to `true` or `yes`, and an error directory is not configured, the non-xml files are deleted from the inbound directory. This option is relevant for the File Capture Point only.

notification-directory

Section: `settings`
Default Value: No default value
Valid Values: An empty string, or a path to a valid directory
Changes Take Effect: After restart

(Optional) Specifies the directory in which to put notification messages. For simple integrations, this option may not be necessary. This option is relevant for the File Capture Point only.

notification-naming-mode

Section: `settings`
Default Value: `by-id`
Valid Values: `by-id` or `sequential`
Changes Take Effect: After restart

Specifies the mode of notification file naming for the File Capture Point. If this option is set to `sequential`, then the notification file names will follow the pattern `<counter>.xml`, regardless of which directory they are written. If this option is set to `by-id`, the notification file names will be set to either `<InteractionId>.xml` or, if the previous file name is already present in the directory, `<InteractionId>_<counter>.xml`, so that each new notification for this Interaction ID in this directory will sequentially increment the counter. This option is relevant for the File Capture Point only.

notification-queue-name

Section: `settings`
Default Value: No default value
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(Optional) Specifies the message queue in which to put notification messages. The notification queue provides the most details regarding processing of the messages out of the inbound queue, and progress in interaction processing. For simple integrations, this option may not be necessary. This option is relevant for the JMS Capture Point only.

notify-assigned

Section: `notification-filtering`
Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about an agent being added as a party on an interaction. The default value of this option is `true`.

notify-changed

Section: `notification-filtering`
Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interaction property changes. The default value of this option is `true`.

notify-created

Section: `notification-filtering`
Default Value: `true`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about newly submitted interactions. The default value of this option is `true`.

notify-error

Section: `notification-filtering`
Default Value: `true`
Valid Values: `true`, `false`, `yes`, `no`
Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Section: notification-filtering
Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being put on hold. The default value of this option is true.

notify-moved

Section: notification-filtering
Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin. The default value of this option is true.

notify-resumed

Section: notification-filtering
Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being resumed. The default value of this option is true.

notify-route-requested

Section: notification-filtering
Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction. The default value of this option is true.

notify-stopped

Section: notification-filtering
Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated). The default value of this option is true.

number-outbound-threads

Section: `settings`
Default Value: `1`
Valid Values: `1—20`
Changes Take Effect: After restart

This option specifies the number of threads Interaction Server allocates to transform and send unsolicited notification requests.

number-receiving-sessions

Section: `settings`
Default Value: `3`
Valid Values: `1—20`
Changes Take Effect: After restart

(JMS specific) This option specifies the number of receiving sessions (the number of consumers from the inbound queue) per capture point, consuming from the inbound queue.

outbound-message-type

Section: `settings`
Default Value: `binary`
Valid Values: `binary`, `text`
Changes Take Effect: After restart

(JMS specific) Specifies the type of messages the capture point sends to the outbound queues if they are present (processed, notifications, error). Setting this option to `binary` indicates that `BytesMessage` messages are sent; while setting this option to `text` indicates that `TextMessage` messages are sent.

outbound-queue-size

Section: `settings`
Default Value: `5000`
Valid Values: `1000—20000`
Changes Take Effect: After restart

(Optional) Specifies the maximum number of unsolicited notification messages that Interaction Server will buffer while waiting for these events to be written into the corresponding notifications destination (either a directory or a message queue) of the Capture Point. If this number is exceeded, the notification messages in the buffer are discarded with a corresponding standard log message in the logs. While setting this parameters, keep in mind that notification messages, depending on the properties and data attached, may consume large amounts of memory.

password

Section: `settings`
Default Value: An empty string

Valid Values: An empty string, or a valid password
Changes Take Effect: After restart

(JMS specific) Specifies the password to be used when the connection factory creates a connection to the message queue. If either `password` or `username` (see page 150) are missing, the connection is created with the `default` user identity.

Note: For TIBCO EMS, it is important to create a user with a password for Interaction Server to access queues.

processed-directory

Section: `settings`
Default Value: No default value
Valid Values: An empty string, or a path to a valid directory
Changes Take Effect: After restart

(Optional) Specifies the directory to which successfully processed messages will be copied. If this option's value is empty, the successfully processed messages are simply consumed from the inbound directory and no copy remains anywhere except in the form of a newly created interaction. This option is relevant to the File Capture Point only.

processed-queue-name

Section: `settings`
Default Value: No default value
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(Optional) Specifies message queue to copy successfully processed messages. If this option's value is empty, the successfully processed messages are simply consumed from the inbound queue and no copy remains anywhere except in the form of a newly created interaction. This option is relevant for the JMS Capture Point only

reconnect-timeout

Section: `settings`
Default Value: `10`
Valid Values: `3–30`
Changes Take Effect: After restart

Specifies the time interval (in seconds) between the reconnect attempts in case a connection with corresponding messages queue broker is broken.

rejected-directory

Section: `settings`
Default Value: No default value
Valid Values: Path to the rejected directory
Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see "iwd-compatibility-mode" on page 142). This option is relevant to the File Capture Point only.

RejectQueues

Sections: `outbound-transformer-parameters`
Default Value: `iWD_Rejected`
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Sections: `inbound-transformer-parameters`, `outbound-transformer-parameters`
Default Value: `iWD_New`
Valid Values: An empty string, or any valid queue name
Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for new interactions.

rollback-on-transformation-fail

Section: `settings`
Default Value: `false`
Valid Values: `true, false, yes, no`
Changes Take Effect: After restart

Specifies that message queue transactions should be rolled back if inbound message transformation fails for any reason. A value of `true` or `yes` specifies that rollback should be done if transformation fails. The default value of `false` specifies that an error should be generated and the transaction should be committed.

SchemaDocumentPath

Sections: `inbound-transformer-parameters`
Default Value: `.\ iwd_scripts\iwd_messages.xsd`
Valid Values: An absolute or relative path to an XML schema file
Changes Take Effect: After restart

(iWD specific, optional) Specifies the file name that contains the XML schema document that the inbound transformation script should use for validation. If the option is not present, validation functionality is disabled. Note that the path to the schema should be either absolute or relative to the Interaction Server startup directory (the same rules apply to groovy transformation scripts), and

the XML schema validation is enabled only if the provided iWD compatibility script is configured in the `xsl-inbound-transform-path` (see page 150) option.

Note: Unless schema validation is actually required, the default value of the `SchemaDocumentPath` option should be replaced with an empty string.

username

Section: `settings`
Default Value: An empty string
Valid Values: An empty string, or a valid username
Changes Take Effect: After restart

This option is JMS-specific. This option specifies the username to be used when the connection factory creates a connection to the message queue. If either `password` (see page 147) or `username` are missing, the connection is created with the `default` user identity.

Note: For TIBCO EMS, it is important to create a user with a password for Interaction Server to access queues.

xsl-inbound-transform-path

Section: `settings`
Default Value: `.\iwd_scripts\iWD2IxnServerTransformer.groovy`
Valid Values: An empty string, or a valid script path
Changes Take Effect: After restart

Specifies the path to a Groovy script file containing the transformation. The file is accessible to both primary and backup Interaction Server.

xsl-outbound-transform-path

Section: `settings`
Default Value: `.\iwd_scripts\IxnServer2iWDTransformer.groovy`
Valid Values: An empty string, or a valid script path
Changes Take Effect: After restart

Specifies the path to a Groovy script file containing the transformation to be applied to outbound notifications. The file is accessible to both primary and backup Interaction Server.

Social Messaging Server Options

This section describes the configuration options for the Social Messaging Server. The Social Messaging Server is a new component in release 8.0.2. For more information about Social Messaging Server, see the *eServices Social Media Solution Guide*, which is available on the Genesys Documentation Wiki

at http://developerzone.genesyslab.com/.

Use Configuration Manager or Genesys Administrator to view or change Social Messaging Server options. See page 14 for information on accessing configuration options.

Social Messaging Server options are on the Options tab of the Properties dialog box for a Social Messaging Server application. Table 20 lists the sections on this tab and the options that belong in each section.

Note: Options that are specific to the eServices Genesys Driver for Use with Twitter, or the eServices Genesys Driver for Use with Facebook, are noted as such within the option descriptions.

Endpoints

The endpoints:*tenant_dbid* section specifies interaction queues for inbound messages. The tenant's database ID (in decimal format) is represented by *tenant_dbid*. For example, a complete endpoints section name might be: endpoints:101. Each endpoints section can contain multiple options for various queues. 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. In a multiple-tenant environment, a separate endpoints:*tenant_dbid* section should be created for each tenant.

Social Messaging Server's channel-<any name> section

Social Messaging Server's channel-<any name> section specifies a media channel, which submits inbound messages to the Social Messaging Server and receives outbound messages from the Social Messaging Server to transport them to a media service. A separate channel-<any name> section should be created for every media channel served by Social Messaging Server. Some options in these sections are universal for different channels; some of them are channel-specific. As a general rule, channel-specific options are named with x_ prefix. Depending on the particular channel driver, and inbound and/or outbound media supported by the channel, configuration requires setting different options.

Note: The media channel name should **not** contain the substring "-monitor".

Social Messaging Server's channel-<any name>-monitor section

The channel-<any name>-monitor section specifies fetch queries and other data-fetching monitor parameters for the eServices Genesys Driver for Use

with Twitter. This section must be named in accordance with the following format:

`channel-<any name>-monitor`

where

`<any name>` = the name of a Twitter channel

For example, the data-fetching monitor for Twitter channel “channel-twitter-a” should be specified in the section `channel-twitter-a-monitor`.

The eServices Genesys Driver for Use with Twitter fetches messages from the Twitter service provider by repeatedly executing a set of queries. There are four types of fetch queries:

- Timeline queries—requests to get “statuses”/messages from various Twitter “timelines”.
- Direct message query—request to get direct messages from a Twitter account.
- Mentions query—requests to get mentions from a Twitter account
- Search queries—regular search requests to the Twitter server.

Note: This section is used by eServices Genesys Driver for Use with Twitter only.

Social Messaging Server’s channel-<any name>-monitor-<any name> section

The `channel-<any name>-monitor-<any name>` section specifies fetch queries and other data-fetching monitor parameters for the eServices Genesys Driver for Use with Facebook. Multiple sections can be defined for one Driver. This section must be named in accordance with the following format:

`channel-<any name 1>-monitor-<any name 2>`

where

`<any name 1>` = the name of a Facebook channel

`<any name 2>` = the name of a monitor

For example, the data-fetching parameters for a monitor with the name “User1” for Facebook channel “channel-facebook” should be specified in the section `channel-facebook-monitor-User1`.

Note: This section is used by eServices Genesys Driver for Use with Facebook only.

Table 20: Social Messaging Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*[a]	[endpoint name for inbound paging]	Existing	Page 151
channel-<any name>	driver-classname	Existing	Page 155
	inbound-route-default	Existing	Page 157
	x-access-token	Existing	Page 161
	x-access-token-secret	Existing	Page 161
	x-consumer-key	Existing	Page 161
	x-consumer-secret	Existing	Page 162
	x-first-sampling-period	Existing	Page 162
	x-inbound-media	Existing	Page 162
	x-itx-resubmit-delay	Existing	Page 163
	x-itx-resubmit-ntimes	Existing	Page 163
	x-max-comments-per-fql-request	Existing	Page 163
	x-max-posts-per-fql-request	Existing	Page 163
	x-registered-app-name	Existing	Page 164
	x-sampling-period	Existing	Page 164
	x-sampling-time-buffer	Existing	Page 164
	x-submit-comments-itx	Existing	Page 165
	x-submit-internal-itx	Existing	Page 165
	x-thread-pool-size	Existing	Page 165
	x-user-id	Existing	Page 166

Table 20: Social Messaging Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
channel-<any name>-monitor	get-direct-messages	Existing	Page 155
	get-home-timeline	Existing	Page 156
	get-mentions	Existing	Page 156
	qry-<name>	Existing	Page 159
	sampling-history	Existing	Page 159
	sampling-period	Existing	Page 159
channel-<any name>-monitor-<any name>	access-token	Existing	Page 155
	first-sampling-period	Existing	Page 155
	id	Existing	Page 156
	itx-resubmit-delay	Existing	Page 157
	itx-resubmit-ntimes	Existing	Page 157
	max-comments-per-fql-request	Existing	Page 158
	max-posts-per-fql-request	Existing	Page 158
	monitor-type	Existing	Page 158
	query	Existing	Page 158
	sampling-period	Existing	Page 159
	sampling-time-buffer	Existing	Page 160
	submit-comments-itx	Existing	Page 160
	submit-internal-itx	Existing	Page 160
settings	hide-attached-data	Existing	Page 156
log	messagefile	Existing	Page 166

a. The tenant's database ID (in decimal format) is represented by `*tenant_dbid*`. 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 default value of an option differs from that in the application template, consider the value in the template more accurate.

driver-classname

Section: `channel-<any name>`
Default Value: `<set value>`
Valid Values: any valid driver class name
Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service:

- The class name of the Genesys Driver for use with Facebook is: `com.genesyslab.mcr.facebook.driver.FacebookDriver`
- The class name of the Genesys Driver for use with Twitter is: `com.genesyslab.mcr.smserver.channel.twitter.TwitterDriver`.

access-token

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-access-token` option
Valid Values: Any valid Facebook access token (string)
Changes Take Effect: After restart

Specifies the default Facebook access token that will be used by ESP request processors for all communication with Facebook.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

first-sampling-period

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-first-sampling-period` option
Valid Values: `1`—`172800000`
Changes Take Effect: After restart

Specifies the length (in seconds) of the first sample period that will be used when monitor starts.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

get-direct-messages

Section: `channel-<any name>-monitor`
Default Value: `false`
Valid Values: `true, false`

Changes Take Effect: After restart

Turns on (`true`) or turns off (`false`) fetching of direct messages from the driver's own account.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

get-home-timeline

Section: `channel-<any name>-monitor`
Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: After restart

Turns on (`true`) or turns off (`false`) fetching of direct messages from the driver's own timeline.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

get-mentions

Section: `channel-<any name>-monitor`
Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: After restart

Turns on (`true`) or turns off (`false`) fetching of messages that mention the driver's own account.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

hide-attached-data

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

Hides (`true`) or shows (`false`) in the log file attached data of interactions submitted to Interaction Server.

id

Section: `channel-<any name>-monitor-<any name>`
Default Value: No default value
Valid Values: A valid ID of a Facebook object for monitoring
Changes Take Effect: After restart

Mandatory when the monitor `type` (see page 158) is set to `generic` or `event`. The Facebook object can be a page, user, event, application, or group.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

inbound-route-default

Section: `channel-<any name>`
Default Value: `<set value>`
Valid Values: `<tenant id> : <access point name>`
Changes Take Effect: After restart

Specifies the access point that is used to place submitted interactions for incoming messages. For example:

```
101:twitter_queue
```

or

```
101:facebook_queue
```

or

```
101:inqueue-acc-point
```

itx-resubmit-delay

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-itx-resubmit` option
Valid Values: `0`—maximum unsigned integer
Changes Take Effect: After restart

Specifies the number of seconds between each resubmit of an interaction. The application will pause for the specified period of time between each resubmit of an interaction.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

itx-resubmit-ntimes

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-itx-resubmit-ntimes` option
Valid Values: `0`—`2147483647`
Changes Take Effect: After restart

Specifies the number of times the application will attempt to resubmit an interaction.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

max-comments-per-fql-request

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-max-comments-per-fql-request` option
Valid Values: `50`—`2147483647`
Changes Take Effect: After restart

Specifies the maximum number of comments that will be retrieved per FQL (Facebook Query Language) request.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

max-posts-per-fql-request

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-max-posts-per-fql-request` option
Valid Values: `50`—`2147483647`
Changes Take Effect: After restart

Specifies the maximum number of stream posts that will be retrieved per FQL (Facebook Query Language) request.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

monitor-type

Section: `channel-<any name>-monitor-<any name>`
Default Value: `generic`
Valid Values: `generic, search, event`
Changes Take Effect: After restart

Specifies the monitor type.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

query

Section: `channel-<any name>-monitor-<any name>`
Default Value: No default value
Valid Values: Any valid Facebook query (string)
Changes Take Effect: After restart

Mandatory when the monitor `type` (see page 158) is set to `search`.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

qry-<name>

Section: `channel-<any name>-monitor`
Default Value: No default value
Valid Values: A valid Twitter search expression
Changes Take Effect: After restart

This is a "class" option, whish is instantiated as various options, such as `qry-iPad`. This option is used to specify a search query with an arbitrary Twitter search expression. For example:

```
qry-from-somebody = from:BusinessCustomer
qry-ipad = iPad :(
```

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

sampling-history

Section: `channel-<any name>-monitor`
Default Value: `0`
Valid Values: `0—864000`
Changes Take Effect: After restart

Specifies, in seconds, the "historical depth" of the first data fetching cycle from a Twitter data source. The first data fetching cycle requests messages with time stamps from (`current_time_in_seconds` minus the value of `sampling-history`) to `(current_time_in_seconds)`. A value of 0 means that the driver fetches new messages only (messages created after the driver's start time).

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

sampling-period

Section: `channel-<any name>-monitor`
Default Value: `600`
Valid Values: `60—3600`
Changes Take Effect: After restart

Specifies how frequently (in seconds) data-fetching from a Twitter data source will occur.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

sampling-period

Section: `channel-<any name>-monitor-<any name>`
Default Value: The value of the `x-sampling-period` option

Valid Values: 1—172800000
Changes Take Effect: After restart

Specifies the length (in seconds) of the sample period that will be used by monitor.

Notes: The value of sampling-period cannot be smaller than the value of sampling-time-buffer

This option is for the eServices Genesys Driver for Use with Facebook only.

sampling-time-buffer

Section: channel-<any name>-monitor-<any name>
Default Value: The value of the x-sampling-time-buffer option
Valid Values: 0—172800000
Changes Take Effect: After restart

Used to determine the buffer time in seconds for the sampling period. The buffer time will be deducted from the start and end time of each sampling period in monitors.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

submit-comments-itx

Section: channel-<any name>-monitor-<any name>
Default Value: The value of the x-submit-comments-itx option
Valid Values: true, false
Changes Take Effect: After restart

Specifies whether a new interaction with Facebook type comment will be created for each comment (true).

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

submit-internal-itx

Section: channel-<any name>-monitor-<any name>
Default Value: The value of the x-submit-internal-itx option
Valid Values: true, false
Changes Take Effect: After restart

When the Facebook driver is monitoring the Facebook wall it will read all of the posts and comments and some of the posts and comment might be created by agents. If this option is set to true, *all* Facebook interactions (regardless of who created the posts and comments) will be created. If this option is set to

`false`, only interactions in which there is new content (posts or comments) created by *customers* will be created. All interactions that have older posts created prior to monitor read times and comments created only by agents will not be submitted.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-access-token

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid access token (string)
Changes Take Effect: After restart

Specifies an access token that is used by the driver to access a Facebook or Twitter service.

- Facebook service:
  To obtain this value, you must first create a Facebook Application that Social Messaging Server can connect to, then execute several actions as described in
  `http://developers.facebook.com/docs/authentication/`
  or in
  `http://developers.facebook.com/docs/authentication/javascript`
- Twitter service:
  To obtain this value, you must register Social Messaging Server as an application in Twitter service, as described in the description for `x-consumer-key` on page 161.

x-access-token-secret

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid access token secret (string)
Changes Take Effect: After restart

Specifies an access token secret (password) that is used by the driver to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service, as described in the description for `x-consumer-key` on page 161.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

x-consumer-key

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid string with a consumer key

Changes Take Effect: After restart

Specifies the consumer key that is used by the drive to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service. Refer to the following websites for information about how to register Social Messaging Server:

- `http://dev.twitter.com/pages/auth#register`
- `http://dev.twitter.com/apps`
- `http://dev.twitter.com/apps/new`
- `http://twitter.com/settings/connections`

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

x-consumer-secret

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid string with a consumer key secret
Changes Take Effect: After restart

Specifies the consumer key secret (password) that is used with the value of the `x-consumer-key` option by the driver to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service, as described in the description for x-consumer-key.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

x-first-sampling-period

Section: `channel-<any name>`
Default Value: `180`
Valid Values: `1`—`172800000`
Changes Take Effect: After restart

Specifies the length (in seconds) of the first sample period that will be used when monitor starts.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-inbound-media

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid media name
Changes Take Effect: After restart

Specifies the media type that is assigned to interactions that are submitted to Interaction Server on incoming Twitter messages.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

x-itx-resubmit-delay

Section: `channel-<any name>`
Default Value: `3`
Valid Values: `0`—maximum unsigned integer
Changes Take Effect: After restart

Specifies the number of seconds between each resubmit of an interaction. The application will pause for the specified period of time between each resubmit of an interaction.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-itx-resubmit-ntimes

Section: `channel-<any name>`
Default Value: `10`
Valid Values: `0`—`2147483647`
Changes Take Effect: After restart

Specifies the number of times the application will attempt to resubmit an interaction.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-max-comments-per-fql-request

Section: `channel-<any name>`
Default Value: `50`
Valid Values: `50`—`2147483647`
Changes Take Effect: After restart

Specifies the maximum number of comments that will be retrieved per FQL (Facebook Query Language) request.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-max-posts-per-fql-request

Section: `channel-<any name>`

Default Value: `50`
Valid Values: `50`—`2147483647`
Changes Take Effect: After restart

Specifies the maximum number of stream posts that will be retrieved per FQL (Facebook Query Language) request.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-registered-app-name

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid application name (string)
Changes Take Effect: After restart

Specifies the application name that is used during the registration procedure referred to in `x-consumer-key` on page 161.

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

x-sampling-period

Section: `channel-<any name>`
Default Value: `180`
Valid Values: `1`—`172800000`
Changes Take Effect: After restart

Specifies the length (in seconds) of the sample period that will be used by monitor.

Notes: The value of `x-sampling-period` cannot be smaller than the value of `x-sampling-time-buffer`.

This option is for the eServices Genesys Driver for Use with Facebook only.

x-sampling-time-buffer

Section: `channel-<any name>`
Default Value: `180`
Valid Values: `0`—`172800000`
Changes Take Effect: After restart

Used to determine the buffer time in seconds for the sampling period. The buffer time will be deducted from the start and end time of each sampling period in monitors.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-submit-comments-itx

Section: `channel-<any name>`
Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: After restart

Specifies whether a new interaction with Facebook type `comment` will be created for each comment (`true`).

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-submit-internal-itx

Section: `channel-<any name>`
Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: After restart

When the Facebook driver is monitoring the Facebook wall it will read all of the posts and comments and some of the posts and comment might be created by agents. If this option is set to `true`, *all* Facebook interactions (regardless of who created the posts and comments) will be created. If this option is set to `false`, only interactions in which there is new content (posts or comments) created by *customers* will be created. All interactions that have older posts created prior to monitor read times and comments created only by agents will not be submitted.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-thread-pool-size

Section: `channel-<any name>`
Default Value: `50`
Valid Values: `25—2147483647`
Changes Take Effect: After restart

Specifies the maximum number of threads in the application thread pool. All of the monitors and ESP request processors will use a thread from the thread

pool during processing and place it back in the thread when idle. A new thread will be created for monitor sampling updates and individual ESP requests.

Note: This option is for the eServices Genesys Driver for Use with Facebook only.

x-user-id

Section: `channel-<any name>`
Default Value: No default value
Valid Values: Any valid Twitter user ID (a positive integer)
Changes Take Effect: After restart

Specifies the Twitter user ID of the Twitter account that Social Messaging Server uses to access Twitter resources. To filter messages that originate from this account, specify your own Twitter user ID. The following website explains how to obtain your Twitter user ID:

`http://support.twitter.com/entries/15360-how-to-find-your-user-id`

Note: This option is for the eServices Genesys Driver for Use with Twitter only.

Log Options

Except for the `messagefile` option, all log options for Social Messaging Server are identical to those for other servers specific to eServices 8.0. See "Common Log Options and Servers" on page 14 for a list of these options.

For Social Messaging Server, the value for the `messagefile` option is `smserver.lms`.

For a description of log options, see the *Framework 8.0 Configuration Options Reference Manual*.

eServices Social Messaging Plugin for Genesys Agent Desktop Options

Configuration options for the eServices Social for Genesys Agent Desktop are configured in the `Properties` tab of the Genesys Desktop application in Configuration Manager or Genesys Administrator. Configure the options in the `contact` and `multimedia` sections. Table 21 lists the options for the eServices Social Messaging Plugin for Genesys Agent Desktop.

Table 21: eServices Social Messaging Plugin for Genesys Agent Desktop Configuration Options

Section	Option	New/Existing	See Page
contact	directory-displayed-columns	Existing	Page 167
	directory-search-attributes	Existing	Page 168
	displayed-attributes	Existing	Page 168
	multiple-values-attributes	Existing	Page 168
multimedia	facebook-comment-limit	Existing	Page 169
	facebook-post-limit	Existing	Page 169
	facebook-outbound-queue	Existing	Page 169
	facebook-server-app-name	Existing	Page 169
	media	Existing	Page 169
	open-media-saved-list	Existing	Page 170
	twitter-outbound-queue	Existing	Page 170
	twitter-reply-limit	Existing	Page 170

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.

directory-displayed-columns

Section: `contact`
Default Value: No default value
Valid Values: Attached data fields
Changes Take Effect: After restart

Shows extra information on a desktop contact panel. Add the following string to the value of this option:

```
,_twitterFromAddr,_twitterFromUserId,_facebookActorId,
_facebookActorName
```

If the value of this option is empty, add only:

```
_twitterFromAddr,_twitterFromUserId,_facebookActorId,
_facebookActorName
```

For example the final value of this option might look like this:

```
FirstName,LastName,_twitterFromAddr,_twitterFromUserId,_facebookActorId
, _facebookActorName
```

directory-search-attributes

Section: `contact`
Default Value: No default value
Valid Values: Attached data fields
Changes Take Effect: After restart

Shows extra information on a desktop search panel. Add the following string to the value of this option:

```
,_twitterFromAddr,_twitterFromUserId,_facebookActorId,
_facebookActorName
```

If the value of this option is empty, add only:

```
_twitterFromAddr,_twitterFromUserId,_facebookActorId,
_facebookActorName
```

For example, the final value of this option may look like this:

```
FirstName,LastName,_twitterFromAddr,_twitterFromUserId,_facebookActorId
, _facebookActorName
```

displayed-attributes

Section: `contact`
Default Value: No default value
Valid Values: Attached data fields
Changes Take Effect: After restart

Shows extra information on a desktop contact panel. Add the following string to the value of this option:

```
,_twitterFromAddr,_twitterFromUserId,_facebookActorId,
_facebookActorName
```

If the value of this option is empty, add only:

```
_twitterFromAddr,_twitterFromUserId,_facebookActorId,
_facebookActorName
```

For example, the final value of this option may look like this:

```
FirstName,LastName,_twitterFromAddr,_twitterFromUserId,_facebookActorId
```

multiple-values-attributes

Section: `contact`
Default Value: No default value
Valid Values: Attached data fields
Changes Take Effect: After restart

Shows extra information on a desktop contact panel. Add the following string to the value of this option:

```
,_facebookActorName
```

If the value of this option is empty, add only:

`_facebookActorName`

For example, the final value of this option may look like this:
`EmailAddress,PhoneNumber,_facebookActorName`

facebook-comment-limit

Section: `multimedia`
Default Value: `8000`
Valid Values: `0—8000`
Changes Take Effect: After restart

Specifies the maximum number of characters in a comment reply.

facebook-post-limit

Section: `multimedia`
Default Value: `420`
Valid Values: `0—420`
Changes Take Effect: After restart

Specifies the maximum number of characters in a post reply.

facebook-outbound-queue

Section: `multimedia`
Default Value: No default value
Valid Values: Any valid queue
Changes Take Effect: After restart

Specifies the queue for outbound Facebook interactions (posts or comments).

facebook-server-app-name

Section: `multimedia`
Default Value: No default value
Valid Values: Any valid Social Messaging Server `Application` name
Changes Take Effect: After restart

Specifies the Social Messaging Server `Application` name from Configuration that is used to send outgoing replies (posts and comments) for Facebook interactions.

media

Section: `multimedia`
Default Value: No default value
Valid Values: Any valid media
Changes Take Effect: After restart

Specifies which media types the Genesys Agent Desktop processes. Add `,facebook,twitter` to the value of this option. If the string is empty, add only `facebook,twitter`. For example the final value of this option may look like this:

```
email,chat,webcallback,facebook,twitter
```

open-media-saved-list

Section: `multimedia`
Default Value: No default value
Valid Values: Any valid media
Changes Take Effect: After restart

Specifies whether an Open Media interaction should be saved in Universal Contact Server. The value of this option is a comma separated list of media that requires UCS storage.

Add `,facebook,twitter` to the value of this option. If the string is empty, add only `facebook,twitter`. For example the final value of this option may look like this:

```
sms,video,webcallback,facebook,twitter
```

twitter-outbound-queue

Section: `multimedia`
Default Value: No default value
Valid Values: Any valid queue
Changes Take Effect: After restart

Specifies the queue for outbound Twitter messages.

twitter-reply-limit

Section: `multimedia`
Default Value: `140`
Valid Values: `0`—`140`
Changes Take Effect: After restart

Specifies the maximum number of characters in a twitter reply.

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 22 lists the Client names, the associated servers in their `Connections` tab, and the type of disconnect detection protocol each supports.

Table 22: Servers and ADDP Connection Support

Client Name	Server Name	Disconnect Detection Protocol
Interaction Server	Configuration Server	ADDP
	DB Server	ADDP
	Message Server[a]	ADDP
	Stat Server	ADDP
	ESP Servers: • Universal Contact Server • Classification Server • E-mail Server • Outbound Contact Server • Chat Server • SMS Server • Any other custom servers	ADDP
Interaction Server Proxy	Configuration Server	ADDP
	Message Server[a]	ADDP
	Interaction Server	ADDP
Universal Contact Server	Configuration Server	ADDP
	Message Server[a]	ADDP
	Stat Server[b]	ADDP
Universal Contact Server Proxy	Configuration Server	ADDP
	Message Server[a]	ADDP
	Universal Contact Server	ADDP
Universal Contact Server Manager	Universal Contact Server	Proprietary RMI ping[c]

Table 22: Servers and ADDP Connection Support (Continued)

Client Name	Server Name	Disconnect Detection Protocol
E-mail Server	Configuration Server	ADDP
	Message Server[a]	ADDP
	Interaction Server	Not Supported
	Universal Contact Server	Proprietary RMI ping
Web API Server	Configuration Server	ADDP
	Message Server[a]	ADDP
	Solution Control Server	ADDP
	Chat Server	Not Applicable[d]
	E-mail Server	Not Applicable[c]
	Universal Contact Server	Not Applicable[c]
	Stat Server	Not Supported
	Interaction Server	Not Applicable[c]
	Co-Browsing Server	Not Applicable[c]
Co-Browsing Server	Configuration Server	ADDP
	Message Server	ADDP
Chat Server	Configuration Server	ADDP
	Message Server[a]	ADDP
	Interaction Server	ADDP
	Universal Contact Server	ADDP
Classification Server	Configuration Server	ADDP
	Message Server[a]	ADDP
	Universal Contact Server	Proprietary RMI ping[b]
Training Server	Configuration Server	ADDP
	Message Server[a]	ADDP
	Universal Contact Server	Proprietary RMI ping[b]

Table 22: Servers and ADDP Connection Support (Continued)

Client Name	Server Name	Disconnect Detection Protocol
Knowledge Manager	Universal Contact Server	Proprietary RMI ping[b]
	Configuration Server	Not Supported
SMS Server	Configuration Server	Not Applicable
	Message Server[a]	ADDP
	Chat Server	Not Supported
	Interaction Server	ADDP
	Solution Control Server	Not Supported
Social Messaging Server	Configuration Server	Not Applicable
	Message Server[a]	ADDP
	Interaction Server	ADDP
AIL (Agent Interaction Layer)	Chat Server	ADDP[e]
	Universal Contact Server	Proprietary RMI ping[b]
	Configuration Server	ADDP
	Interaction Server	ADDP
	Interaction Server Proxy	ADDP

a. 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.

b. The Stat Server connection is optional and is needed only for reporting. UCS supports several connections to Stat Server applications. The UCS option `enable-reporting` (see page 24) in the `settings` section must also be set to `true`.

c. Proprietary implementation of disconnection detection via sending a ping packet over RMI protocol.

d. 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.

e. 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.

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 a Local Timeout which is the heartbeat-polling interval (in seconds) on a client side and Remote Timeout which is the heartbeat-polling interval (in seconds) on a server side.

   Timeout must be at least twice as long as the average maximum network latency, plus the amount of time the application may spend without checking network activity. Otherwise, the connection will be dropped periodically as it takes some time for poll packages and responses to travel from one application to another. The application might not immediately respond to the polling request.

   The maximum reaction time to connection/host failure is equal to double the timeout plus network latency.

   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 *eServices 8.0 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 23 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 23: Operators

Operator	Description	Example	Result
-	Unary Minus	-4	-4
^	Exponentiation	2^3	8
*	Multiplication	2*3	6

Table 23: Operators (Continued)

Operator	Description	Example	Result
/	Division	8/2	4
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 24 to include special characters in a string, such as tabs or carriage returns.

Table 24: Escape Sequences

Escape	Translates to
\a	Alert (Bell)
\b	Backspace

Table 24: Escape Sequences (Continued)

Escape	Translates to
\f	Form Feed
\n	Line Feed (Newline)
\r	Carriage Return
\t	Horizontal Tab
\v	Vertical Tab
\'	Single Quotation Mark
\"	Double Quotation Mark
\\	Backslash

Table 25 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 25: 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 26 for examples.

Table 26: 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 27 for examples.

Table 27: 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 28 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 28: 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 29 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 29: Operator Precedence

Operator
+ [Unary], - [Unary]
^
*, /, Mod
+, -
< (LT), <= (LE), > (GT), >= (GE), = (==, EQ), <> (!=, NE)
Not (!) [Unary]
And (&&)
XOr
Or (||)
:

Named Constants

Table 30 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 30: 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 31: Find String

Argument	Description
SearchIn	The string to search in
SearchFor	The string to search for

Remarks

Table 32: 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 33: 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 34: 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 35: Example of Length String

Example	Result
<$Length("Hello")$>	`5`

Mid

Description

Returns a specified substring of a string.

Syntax

Mid(*String, Start, Length*)

Table 36: 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 37: 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 38: Replace String

Argument	Description
String	The string containing the substring to replace
Find	The substring to search for
ReplaceWith	The replacement string

Remarks

Table 39: 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 40: 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 41: 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 42: 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 43: 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 44: 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 45: 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 46: 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 47: 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 5 on page 25 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 `fieldcode-format-locale` option (page 25) 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 48: 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 5 on page 25 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server `fieldcode-format-locale` option (page 25) 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 49: 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 5 on page 25 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server `fieldcode-format-locale` option (page 25) 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 50 assume that the current system date is November 23, 2003, @ 09:03:10.

Table 50: 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 51: 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 5 on page 25 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server `fieldcode-format-locale` option (page 25) 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 52: 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 5 on page 25 for a complete list.

Remarks

If the optional argument is omitted, first the E-mail Server `fieldcode-format-locale` option (page 25) 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 53: 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 54: 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 55: 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 5 on page 25 for a complete list.

Remarks

- If the optional argument is omitted, first the E-mail Server `fieldcode-format-locale` option (page 25) in the `email-processing` section is used if present. Otherwise, the platform locale is used.
- For clarity, the results shown in Table 56 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 199) or format operator (`%`) to override the default formatting.

Table 56: 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.)
<$Num("12e-2")$>	`0.120`
<$Num("12.2e2Zork")$>	`1220.000` (Assuming the locale is `en_US`.)

Table 56: Examples of Num String (Continued)

Example	Result
<$Num("12,2e2Zork", "fr_FR")$>	`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 57: 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 5 on page 25 for a complete list. If the optional argument is omitted, first the E-mail Server `fieldcode-format-locale` option (page 25) 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 58 contains some examples.

Table 58: 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.)
".##"	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 59 contains some examples.

Table 59: 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"

Table 59: Examples of Duration Formatting (Continued)

Pattern	Arg Value	Locale	Result
"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 60 contains some examples

Table 60: 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"
"#.#C"	-12.34	en_GB	"-£12.3"

Table 60: Examples of Currency Formatting (Continued)

Pattern	Arg Value	Locale	Result
".##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 61 contains some examples.

Table 61: 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 62 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 62: 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 62: 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 63 assume that the date being formatted is August 6, 2003, @ 15:05:10:

Table 63: 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 64 shows some examples:

Table 64: 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 209)
- `Contact` (see page 210)
- `Interaction` (see page 212)

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 `autobot-agent-login` option (see page 93) 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 eServices 8.0.2. It includes the following sections:

Retired Between eServices 8.0.1 and eServices 8.0.2

No options or sections were retired since the 8.0.1 release of eServices.

Retired Between Multimedia 8.0.0 and eServices 8.0.1

The following sections or options were retired since the 8.0.0 release:

- Chat Server's `esp-server-port` option—You must now define the port with the ID "ESP" in the port settings of the Chat Server `Application` object. Interaction Server uses this port to connect to Chat Server. If no ESP port is specified, and an Interaction Server has a connection to this Chat Server, Interaction Server attempts to use the default port. This will lead to failed connection attempts.

- SMS Server's `default-delivery-time`, `default-delivery-type`, and `default-source-number` options.

Retired Between Multimedia 7.6 and Multimedia 8.0.0

The following sections or options were retired since the 7.6 release of Multimedia.

Web Compound Samples

Web Compound Samples were discontinued in the 8.0 release of Multimedia.

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 title list of the contact sheet.

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 title list of the contact sheet.

Mr.

Male title of address. This title was in the list of titles in the `Title Keyword` section used for the title list of the contact sheet.

Mrs.

Female title of address. This title was in the list of titles in the `Title Keyword` section used for the title list of the contact sheet.

Ms.

Female title of address. This title was in the list of titles in the `Title Keyword` section used for the title list of the contact sheet.

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 78.

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 229.

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 223) 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 224) 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.

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

eServices

- *eServices 8.0 Deployment Guide,* which describes deployment procedures for all eServices components.
- *eServices 8.0 User's Guide,* which provides overall information and recommendations on the use and operation of eServices.
- *eServices 8.0 Universal Contact Server Manager Help,* which is a guide to the Universal Contact Server Manager user interface.
- *eServices 8.0 Knowledge Manager Help,* which is a guide to the Knowledge Manager user interface.
- *eServices 8.0 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.
- *eServices 8.0 Web API Client Developer's Guide,* which describes the structure of the Web API, explains the Simple Samples, and describes procedures for customizing them.
- *eServices Social Media Solution Guide*, which provides information on deploying and using the Genesys Social Messaging Management product. It is available on the Genesys Documentation Wiki at `http://developerzone.genesyslab.com/wiki/index.php?title=Category:EServices_Social_Media_Solution_Guide`.
- "eServices Log Events" in *Framework 8.0 Combined Log Events Help,* which is a comprehensive list and description of all events that may be recorded in logs.

- For the Web Collaboration option, the following documents describing design and administration for the KANA Response Live Server, which is supplied by Genesys as part of the Web Collaboration product:
  - Hipbone Client API Reference Guide
  - KANA Response Live Organization Administration
  - KANA Response Live Server Installation Guide
  - KANA Response Live System Administration Tool User Guide

Genesys Desktop

- *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

- *Universal Routing 8.0 Reference Manual,* which contains descriptions of all routing strategy objects, including those that are specific to Multimedia.
- *Universal Routing 8.0 Strategy Samples,* which describes the sample strategies supplied with Universal Routing.
- *Universal Routing 8.0 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 8.0 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.

Genesys

- *Genesys 7 Events and Models Reference Manual,* which includes a set of basic interaction models, showing the components involved and relevant event messages sent among them. For authoritative description of the event messages, see the next item.
- The API References of the Platform SDK, which provide the authoritative information on methods and functions for each SDK, including requests and events. The class `Message` includes all event and request messages.

- *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at http://genesyslab.com/support.

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

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- The documentation on the other three members of the Genesys Customer Interaction Platform: Universal Routing, Reporting, and Management Framework.
- *Genesys Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines.
- *Genesys Interoperability Guide,* which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.
- *Genesys Licensing Guide,* which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.
- *Genesys Database Sizing Estimator 7.6 (or later) Worksheets,* which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the system level documents by release tab in the Knowledge Base Browse Documents Section.

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.

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:

80fr_ref_06-2008_v8.0.001.00

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

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. 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.

Type Styles

Table 65 describes and illustrates the type conventions that are used in this document.

Table 65: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 235).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where x stands for . . .
Monospace font (Looks like `teletype` or `typewriter text`)	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. • Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.	Select the `Show variables on screen` check box. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages 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. Enter `exit` on the command line.
Square brackets ([ ])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	`smcp_server -host [/flags]`
Angle brackets (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. **Note:** In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.	`smcp_server -host <confighost>`

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