GENESYS™

GIS Deployment Guide

Agent Interaction Service Options

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Contents

Agent Interaction Service Options

You must configure the following before starting the Agent Interaction Service:

- The location or address of the FlexLM license under the `license` option. For details about the license settings, and a list of other available options, see the license Section.
- (Optional) The email-default-queue option in the multimedia Section for e-mail interactions, if you are using the .NET Toolkit to send or receive e-mail.

dn-at-switch Section

enabled

- Default Value: `false`
- Valid Values: `true, false`
- **Description:** Used when there are several switches declared in the same configuration. For example, the switch DN ID becomes 103@Xswitch.

kworker Section

auto-markdone

- Default Value: `true`
- Valid Values: `true, false`
- **Description:** If set to `true`, an interaction on T-Server without CTI is automatically marked done when it is released.

easy-newcall

- Default Value: `true`
- Valid Values: `true, false`
- **Description:** If set to `true`, a newly created interaction is automatically dialed.

reroute

- Default Value: `false`

- Valid Values: `true, false`

- **Description:** Specifies whether the reroute capability is enabled (`true`) or disabled (`false`).

reroute-location

- Default Value: `<location>`

- Valid Values: switch1,...,switchN

- **Description:** Specifies which switch locations can receive rerouted calls. This option is used only if the reroute option is set to `true`. If set to the default value of `<location>`, calls can be rerouted to any switch. If set to another valid value, rerouting is restricted to the specified switches.

license Section

attempts-interval

- Default Value: `5` (in seconds)

- Valid Values: *<Any positive integer>*

- **Description:** Time interval, in seconds, between two successive connection attempts.

attempts-max

- Default Value:`10`

- Valid Value: *<Any positive integer>*

- **Description:** Maximum number of successive connection attempts to the server before triggering an exception.

license-file

- Default Value: `license.dat`
- Valid Values for Windows:
    - `<licenseserver_port1@hostname1>;<licenseserver_port2@hostname2>`
    - **Description:** A semi-colon-separated list of addresses of Flexlm license servers or explicit paths to

the actual license file.

- Valid Values for UNIX:

  - `<licenseserver_port1@hostname1>:<licenseserver_port2@hostname2>`

  - **Description:**A colon-separated list of addresses of Flexlm license servers or explicit paths to the actual license file.

loading Section

This section is only available for the Third Party Application, not for the Third Party Server.

srl-on-demand

- Default Value: `false`

- Valid Values: `true, false`

- **Description:** Specifies the method to load SRL (Standard Response List) objects, allowing you to optimize your application.
  - If set to `true`: SRL trees are loaded on demand.
  - If set to `false`: SRL trees are loaded on startup.

log Section

Miscellaneous Traces.

console

- Default Value: `info`

- Valid Values: `false, debug, info, warn, error, fatal`

- **Description:** Level and size of traces to display on the standard output.

file

- Default Value: `info, ail, 10MB, 20, zip`
- Valid Values: <level>, <file_name_root>, <file_max_size>, <file_number> [, zip] [, timestamped]
  - *<level>:* `false, debug, info, warn, error, fatal`
  - *<file_name_root>:* correct path to a file name

- < *file_max_size>:* maximum file size in MB

- < *file_ number>:* number of files for the rolling logs

- [, zip]: to get compressed log files (optional)

- [, timestamped]: to add a timestamp when a new file is created. The existing file is replaced when it reaches file_max_size (optional)

- **Description:** Specifies how to write entries in log files.

multimedia Section

chat-addp-protocol

- Default Value: false

- Valid Values: true, false

- **Description:** To use the ADDP protocol to connect to the chat server, set this option to true.

chat-busy-threshold

- Default Value: 1

- Valid Value: *<Any integer>*

- **Description:** Threshold number of chat interactions beyond which an agent is seen as busy.

Important
Not connected to routing strategy.

collaboration-workbin

- Default Value: desktop-collaboration-email-workbin

- Valid Values: *<Any string value>*

- **Description:** Used for desktop collaboration feature. When inviting an agent in pull mode, the system stores the internal invitation in the specified agent workbin.

email-address-rfc822-strict

- Default Value: false

- Valid Values: `true, false`

- **Description:** If set to `true,` AIL checks if the e-mail addresses of an interaction are compliant with the RFC-822 Standard for the format of ARPA Internet text messages.

email-default-queue

- Default Value: N/A

- Valid Values: *<Any string value>*

- **Description:** Specifies a valid queue for the AIL `Application` object. You must add this option to the multimedia Section before sending or receiving e-mail interactions using the .NET Toolkit.

email-busy-threshold

- Default Value: 1

- Valid Values: *<Any integer>*

- **Description:** Threshold number of e-mail interactions beyond which an agent is seen as busy.

> ## Important
> Not connected to routing strategy.

email-quote-char

- Default Value: >

- Valid Values: *<Any string value>*

- **Description:** When the agent replies to an e-mail, this string precedes each line of the sender's original message.

email-quote-header

- Default Value: `On <date>,<contact> wrote:`

- Valid Values: *<Any string value>*

- **Description:** Specifies the header that precedes the sender's original message. The header can contain two dynamic values:<date> and <contact>.

enable-multicharset-environment

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes Take Effect: After restart.
- **Description:**
  - If set to `true`, unicode data will be retrieved from Contact Server.
  - If set to `false`, non-unicode data will be retrieved from Interaction Server.

open-media-saved-list

- Default Value: none
- Valid Values: Media types separated by commas
- **Description:** A comma-separated list of valid media types that will be saved in UCS, such as `sms` and `video` . Valid media types are created and configured in the Business directory of Configuration Manager.

logout-multimedia-on-session-removal

- Default Value: `false`
- Valid Values: `true, false`
- **Description:** If set to `true`, forces the multimedia logout on session removal regardless of the object reference. Logout will be done only if a multimedia login has occurred in this session. All media will be logged out.

outbound Section

enable-chain-75api

- Default Value: `true`
- Valid Values: `true` , `false`
- Changes Take Effect: After restart.
- **Description:** If set to `true`, enables the use of the new API with the `OutboundChain` class, and abandons the `InteractionVoiceOutbound` class.

settings Section

ucsapi-max-active-rmi-client

- Default Values: `40`

- Valid values: *<Any integer value>*

- **Description:** Maximum number of active clients that are able to connect to `ucsapi` .

ucsapi-max-timeout-rmi-client

- Default Values: `30`

- Valid values: *<Any integer value>*

- **Description:** The time, in seconds, that additional clients will wait before the request times out.

signature Section

include-agent-name

- Default Value: `true`

- Valid Values: `true, false`

- **Description:** If `true`, add the agent's name at the begin of the signature of an e-mail, after the prefix.

line1, line2....lineN

- Default Value: `"  "`

- Valid Values: *<Any string value>*

- **Description:** Use to define each line of the signature.

prefix

- Default Value: `"--"`

- Valid Values: *<Any string>*, *<empty string>*

- **Description:** Use this option to set a separator string before your signature. If this option is set to

<empty string>, there is no additional line in the standard signature.

voice Section

a4400-custom-substitute-mode

- Default Value: `true`

- Valid Values: `true, false`

- Changes Take Effect: After restart.

- **Description:** Use this option to customize substitute behavior. When set to `true`, the virtual position DN that is created when an agent logs in is replaced with the extension DN associated with the Place.

database

- Default Value: `all`

- Valid Values: `all, external, manual, none`

- Changes Take Effect: Immediately.

- **Description:** This option specifies the use of the UCS database for voice calls when Contact Server DB is connected.
  - `all`—Any voice call uses the database.
  - `external`—Internal calls do not use the database.
  - `manual`—AIL no longer manages the automatic contact lookup and the creation of voice interactions in the UCS database. In this mode, your application is responsible for the following actions:
    - Fetching (or creating) the ContactServerId DBID for each contact
    - Attaching the ContactServerId DBID to the voice interaction
    - Saving contact records and interactions in the UCS database
  - `none`—No voice call uses the database.

dms-last-digits

- Default Value: `-1`

- Valid Values: *<Any positive integer>*

- **Description:** For Nortel Communication Server 2000 (DMS 100) switch only. Specifies how many digits should be retained at the end of a DN number to get its dialable number. For example, if the DN number is 1001234567 and this option is set to 4, this DN is called from **4**567. If the value is `-1` or if the

resulting transformation does not provide a correct number, the system uses the former number.

enable-all-routing-events

- Default Value: `false`

- Valid Values: `true`, `false`

- **Description:** Option to send all events to `RoutingInteractionlisteners`.
  Default is `false` (to receive only `NEW`, `IDLE`, and `INFO-CHANGES` events).
  Set to `true` to receive all the events.

enable-attached-data-for-transfer

- Default Value: `true`

- Valid Values: `true`, `false`

- **Description:** Use this option to disable the attachment of GD_* data when transferring a phone call.

enable-interaction-id-tracking

- Default Value: `true`

- Valid Values: `true`, `false`

- **Description:** If set to `true`, enables every means necessary to maintain uniqueness of interaction IDs.

enable-possible-changed-event

- Default Value: `true`

- Valid Values: `true`, `false`

- **Description:** Determines an interaction's behavior when its possible actions have changed. If set to `true` , an interaction sends an `InteractionEvent`, together with the current interaction status and the `POSSIBLE_CHANGED` event reason, if the interaction's possible actions have changed due to the status change of another related interaction (consult, primary). If set to `false`, you will not receive those events.

logout-voice-on-session-removal

- Default Value: `false`

- Valid Values: `true`, `false`

- **Description:** If set to `true`, forces the voice logout on session removal regardless of the object reference. The logout will be done only if a voice login has been performed in this session. All DNs will

be logged out.

idle-interactions-cleanup-delay

- Default Value: -1

- Valid Values: <Any integer>

- Changes Take Effect: Immediately.

- **Description:** The length of time, in minutes, that an interaction can be IDLE before it can be silently removed when one or more further interactions become IDLE. This option is intended to prevent memory leaks by removing IDLE interactions in AIL. Set to -1 to disable this option.