

GENESYS

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Integrated Capture Points Guide

JMS Capture Point Configuration Options

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For JMS capture point configuration options, refer to eServices Options Reference Manual.

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. Refer to the *eServices Reference Manual*, *Universal Routing Business Process User's Guide* and IRD Help for detailed descriptions.