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Genesys Engage Digital (eServices)

client-file-transfer

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client-file-transfer

- delete-file
- download-attempts
- file-name-check
- upload-file-types
- upload-max-file-size
- upload-max-files
- upload-max-total-size
- upload-need-agent

delete-file

Default Value: odd

Valid Values: ban, even, odd

Changes Take Effect: Immediately

Specifies how the client deletes files in a chat session. Possible values:

- **ban:** prohibits file deletion for client.
- **even:** allows file deletion and restores consumed quota.
- **odd:** allows file deletion but does not restore consumed quota.

download-attempts

Default Value: 10

Valid Values: Any integer from 0-1000

Changes Take Effect: Immediately

Specifies how many times a client can download files in a chat session. Set this option to "0" to disable file downloading by a client.

file-name-check

Default Value: windows

Valid Values: none, path, windows

Changes Take Effect: Immediately

Specifies how filename must be verified during file transfer. Possible values:

- **none:** do not verify filename.
- **path:** check if filename does not contain path controlling symbols.
- **windows:** check if filename complies with naming rules on windows platform.

upload-file-types

Default Value: jpg:png:tif:gif:bmp:png:xls:xlsx:doc:ppt:pptx:pdf:csv:htm:txt

Valid Values: Any string

Changes Take Effect: Immediately

Modified: 8.5.301.06

A colon-separated list of file extensions (case-insensitive), indicating the types of files the client can upload. An empty string disables file uploading for the client.

upload-max-file-size

Default Value: 2097152

Valid Values: Any integer from 0-1073741823

Changes Take Effect: Immediately

Specifies the maximum file size for client upload (in bytes).

upload-max-files

Default Value: 3

Valid Values: Any integer from 0-1000

Changes Take Effect: Immediately

Specifies the maximum number of client file uploads allowed per chat session.

upload-max-total-size

Default Value: 5242880

Valid Values: Any integer from 0-1073741823

Changes Take Effect: Immediately

Specifies the maximum cumulative size of client uploaded files per chat session (in bytes).

upload-need-agent

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies if an agent must be present for the client to upload a file.