Genesys Engage Digital (eServices)

services Section

3/14/2025

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- third-party-max-queueing-time
- third-party-pool-size

third-party-max-queueing-time

Default Value: 15000
Valid Values: Any integer greater than 0
Changes Take Effect: At start/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: At start/restart

Specifies the thread-pool size for Service processing.