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## Genesys Engage Digital (eServices)

File Capture Point

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# File Capture Point

Options for the integrated File Capture Point are configured in the following sections on the **Options** tab of the File Capture Point application:

- [default-values Section](#)
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## default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
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## InteractionSubtype

**Default Value:** InboundNew  
**Valid Values:** any of the subtypes defined  
**Changes Take Effect:** Upon restart

Interaction Subtype

## InteractionType

**Default Value:** Inbound  
**Valid Values:** any of the types defined  
**Changes Take Effect:** Upon restart

Interaction Type

## MediaType

**Default Value:** workitem

**Valid Values:** any of the media types defined

**Changes Take Effect:** Upon restart

Interaction Media Type

## inbound-transformer-parameters Section

- [AllowAnyAttributes](#)
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- [ExtendedAttributes](#)
- [RestartQueues](#)
- [SchemaDocumentPath](#)

## AllowAnyAttributes

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Upon 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 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.

## CancelQueues

**Default Value:** iWD\_Canceled

**Valid Values:** List of queue names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform request CancelTask by providing queue name to [update] request.

## CaseSensitiveActions

**Default Value:** false

**Valid Values:** false, true

**Changes Take Effect:** Upon restart

If set to false, the transformation script ignores the letter case of action names.

## CaseSensitiveAttributes

**Default Value:** false

**Valid Values:** false, true

**Changes Take Effect:** Upon restart

If set to false, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

## CompleteQueues

**Default Value:** iWD\_Completed

**Valid Values:** List of queue names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform request CompleteTask by providing queue name to [update] request.

## ExtendedAttributes

**Default Value:**

**Valid Values:** List iWD extended attributes separated by comma

**Changes Take Effect:** Upon restart

Specifies list of attribute names that are expected under [Ext] tag in CreateTask request. This parameter is used by iWD specific transformation.

## RestartQueues

**Default Value:** iWD\_New

**Valid Values:** List of queue names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform request RestartTask by providing queue name to [update] request.

## SchemaDocumentPath

**Default Value:** ./iwd\_scripts/iwd\_messages.xsd

**Valid Values:** Path to xsd document

**Changes Take Effect:** Upon restart

If configured, this option specifies the file name that contains xml schema document that the inbound transformation script should use for validation.

## notification-filtering Section

- [disable-unsolicited-notifications](#)
- [notify-assigned](#)
- [notify-changed](#)
- [notify-created](#)
- [notify-error](#)
- [notify-held](#)
- [notify-moved](#)
- [notify-resumed](#)
- [notify-route-requested](#)
- [notify-stopped](#)

## disable-unsolicited-notifications

**Default Value:** false

**Valid Values:** true, false, yes, no

**Changes Take Effect:** Upon 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.

## notify-assigned

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Upon 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.

## notify-changed

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

## notify-created

**Default Value:** true  
**Valid Values:** true, false, yes, no  
**Changes Take Effect:** Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

## notify-error

**Default Value:** true  
**Valid Values:** true, false, yes, no  
**Changes Take Effect:** Upon restart

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

## notify-held

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

## notify-moved

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

## notify-resumed

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

## notify-route-requested

**Default Value:** true

**Valid Values:** true, false, yes, no

**Changes Take Effect:** Upon 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.

## notify-stopped

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated).

## outbound-transformer-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [ErrorHeldQueues](#)
- [ExtendedAttributes](#)
- [RejectQueues](#)
- [RestartQueues](#)

## CancelQueues

**Default Value:** iWD\_Canceled

**Valid Values:** List of queue names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

## CompleteQueues

**Default Value:** iWD\_Completed

**Valid Values:** List of queue names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

## ErrorHeldQueues

**Default Value:** iWD\_ErrorHeld

**Valid Values:** An empty string, or any valid queue name

**Changes Take Effect:** Upon 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

**Default Value:**

**Valid Values:** List of attribute names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of attribute names that are expected under [Ext] tag in [TaskCreated] notification. This parameter is used by iWD specific transformation.

## RejectQueues

**Default Value:** iWD\_Rejected

**Valid Values:** An empty string, or any valid queue name

**Changes Take Effect:** Upon restart



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

## RestartQueues

**Default Value:** iWD\_New

**Valid Values:** List of queue names separated by comma

**Changes Take Effect:** Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

## settings Section

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## after-rollback-delay

**Default Value:** 30

**Valid Values:** Any integer from 1-300

**Changes Take Effect:** Upon restart

Specifies the timeout (in seconds) to wait before attempting to process inbound messages after previous rollback. This option controls how long Interaction Server waits before retrying message processing after recoverable error.

## canceled-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to canceled directory

## capture-point-type

**Default Value:**

**Valid Values:** jms, file, db, webservice, kafka

**Changes Take Effect:** Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point kafka - Kafka Capture Point

## completed-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to completed directory

## error-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to error directory

## error-held-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to error held directory

## inbound-directory

**Default Value:** [required]  
**Valid Values:** Valid path  
**Changes Take Effect:** Upon restart

Specifies the path to inbound directory

## inbound-scan-interval

**Default Value:** 10  
**Valid Values:** Any integer from 5-120  
**Changes Take Effect:** Upon restart

Specifies the interval (in seconds) at which the File Capture Point scans the inbound directory for new files.

## include-ids-in-duplicate-error

**Default Value:** false  
**Valid Values:** true, false  
**Changes Take Effect:** Upon restart

If set to true, duplicate id error includes interaction id and external id, if available.

## iwd-compatibility-mode

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Upon restart

Specifies whether to operate in native mode or iWD compatibility mode

## move-non-xml-from-inbound

**Default Value:** true  
**Valid Values:** true, false  
**Changes Take Effect:** Upon restart

Specifies whether non-xml files should be moved from inbound directory to error directory

## notification-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to notification directory

## notification-naming-mode

**Default Value:** by-id

**Valid Values:** by-id,sequential

**Changes Take Effect:** Upon restart

Specifies the file naming mode for notification messages ('by-id' for iWD compatibility and 'sequential')

## number-outbound-threads

**Default Value:** 1

**Valid Values:** Any integer from 1-20

**Changes Take Effect:** Upon restart

Specifies the number of threads an Interaction Server allocates to transform and sent unsolicited notification messages.

## output-queue-size

**Default Value:** 5000

**Valid Values:** Any integer from 1000-20000

**Changes Take Effect:** Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer.

## processed-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to processed directory

## rejected-directory

**Default Value:**

**Valid Values:** Valid path

**Changes Take Effect:** Upon restart

Specifies the path to rejected directory

## rollback-on-transformation-fail

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Upon restart

Specifies how Interaction Server should behave when inbound message transformation fails. If option is set to true, Interaction Server rolls back the transaction and attempts processing later.

## xsl-inbound-transform-path

**Default Value:** ./iwd\_scripts/iWD2IxnServerTransformer.groovy

**Valid Values:** The transformation script file name relative to working directory

**Changes Take Effect:** Upon restart

Specifies location of the inbound transformation script

## xsl-outbound-transform-path

**Default Value:** ./iwd\_scripts/IxnServer2iWDTransformer.groovy

**Valid Values:** The transformation script file name relative to working directory

**Changes Take Effect:** Upon restart

Specifies location of the outbound transformation script