Altocloud

Genesys Configuration Options Current

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Genesys Predictive Engagement Configuration Options Reference

Welcome to the Options Reference for Genesys Predictive Engagement. This document provides full information about all the configuration options that are set on the Genesys Predictive Engagement application object and in Genesys Predictive Engagement–related configuration sections on other objects, such as DNs.

- Pacing Server Cluster Configuration Options
- Predictive Engagement Plugin for WDE Configuration Options

Pacing Server Cluster

Options for this component are contained in the following configuration sections:

- forward-proxy
- log
- metrics
- pacing
- pacingEndpoint

> ## Tip
> In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.
>
> **Power users:** **Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
forward-proxy	host		After service restart
forward-proxy	password		After service restart
forward-proxy	port		After service restart
forward-proxy	user		After service restart
log	all	stdout	Immediately
log	compressMethod		Immediately
log	debug	stdout	Immediately
log	expire	10	Immediately
log	messageFormat	custom	Immediately

log	outputPattern	%d{HH:mm:ss,SSS}{UTC}
		[%5p] %-30c{1}
		- %m %ex%n
			Immediately

log	segment	100 MB	Immediately
log	standard	stdout	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
log	timeConvert	utc	Immediately
log	timeFormat	time	Immediately
log	trace	stdout	Immediately
log	verbose	all	Immediately
metrics	GcFrequency.threshold	24	Immediately
metrics	GcLatency.threshold	1000	Immediately
metrics	HeapMemoryUsage.threshold	0.8	Immediately
metrics	reporter.console.enabled	false	Immediately
metrics	reporter.console.logFrequency	30min	Immediately
metrics	reporter.jmx.enabled	true	Immediately
metrics	reporter.log.enabled	false	Immediately
metrics	reporter.log.logFrequency	30min	Immediately
metrics	reporter.messageServer.enabled	true	Immediately
metrics	reporter.messageServer.logFrequency	30min	Immediately
pacing	optimizationGoal	3	After server restart
pacingEndpoint	authClientId	None	After server restart
pacingEndpoint	authEndpoint	None	After server restart
pacingEndpoint	password	None	After server restart
pacingEndpoint	targetEndpoint	None	After server restart
Section	**Option**	**Default**	**Changes Take Effect**

metrics Section

- GcFrequency.threshold
- GcLatency.threshold
- HeapMemoryUsage.threshold
- reporter.console.enabled
- reporter.console.logFrequency
- reporter.jmx.enabled
- reporter.log.enabled
- reporter.log.logFrequency
- reporter.messageServer.enabled
- reporter.messageServer.logFrequency

GcFrequency.threshold

Default Value: 24
Valid Values: A positive numeric value
Changes Take Effect: Immediately

Defines how many times garbage collection can occur within a given hour.

GcLatency.threshold

Default Value: 1000
Valid Values: The number of milliseconds
Changes Take Effect: Immediately

Defines the garbage collection latency threshold value, in milliseconds, in relation to the last time the garbage was collected within the configured time interval.

HeapMemoryUsage.threshold

Default Value: 0.8
Valid Values: A decimal fraction between 0 and 1
Changes Take Effect: Immediately

Defines the heap memory usage threshold value. This is the ratio of used heap memory to the maximum heap memory.

reporter.console.enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Enables or disables metrics reporting to the **stdout** console.

reporter.console.logFrequency

Default Value: 30min
Valid Values: An expression containing a positive integer and the units being measured, such as ms, s, min, h, d. For example: 30min, 50s
Changes Take Effect: Immediately

Defines the reporting frequency for logging to the **stdout** console

reporter.jmx.enabled

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Enables or disables the JMX reporter.

reporter.log.enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Enables or disables metrics reporting to a file.

reporter.log.logFrequency

Default Value: 30min
Valid Values: An expression containing a positive integer and the units being measured, such as ms, s, min, h, d. For example: 30min, 50s
Changes Take Effect: Immediately

Defines the reporting frequency for logging to a file.

reporter.messageServer.enabled

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Enables or disables the Message Server reporter.

reporter.messageServer.logFrequency

Default Value: 30min
Valid Values: An expression containing a positive integer and the units being measured, such as ms, s, min, h, d. For example: 30min, 50s.
Changes Take Effect: Immediately

Defines the reporting frequency for the Message Server reporter.

pacingEndpoint Section

- authClientId
- authEndpoint
- password
- targetEndpoint

authClientId

Default Value: None
Valid Values: Valid client ID
Changes Take Effect: After server restart
Discontinued: 9.0.002

Client ID for premise-based customer, obtained from Predictive Engagement.

authEndpoint

Default Value: None
Valid Values: Valid URL
Changes Take Effect: After server restart
Discontinued: 9.0.002

HTTPS endpoint from which the OAuth2 token will be obtained.

To determine the correct domain name to access Genesys Predictive Engagement's public APIs, see Regions.

An example of a target AuthEndpoint – public api endpoint is: https://api.use2.genesys.cloud/api/v1/altocloud/oauth2/token

password

Default Value: None
Valid Values: Valid *client_secret*
Changes Take Effect: After server restart
Discontinued: 9.0.002

client_secret for premise-based customer, obtained from Predictive Engagement.

targetEndpoint

Default Value: None
Valid Values: Valid URI path
Changes Take Effect: After server restart

The URI path specific for Pacing Service, with the default value in application template as **v2/journey/actiontargets/bulk.** This value will be combined with the parameter **base_service_url** of the transaction object in order to get the complete URL.

forward-proxy Section

Important

This feature is available in release 9.0.000.10 and higher.

To enable a connection between the Pacing Service and Genesys Predictive Engagement via a forward proxy, configure the following options.

- host
- password
- port
- user

host

Default Value:
Valid Values: Either a domain name or IP address (IPv4 or IPv6)
Changes Take Effect: After service restart

The forward proxy host. By default, the host is not specified. If you do not specify a host, the server makes direct connections to the target web servers.

password

Default Value:
Valid Values: Valid password
Changes Take Effect: After service restart

Password used in HTTP basic authentication. If the forward proxy requires authentication, specify both a user and a password.

port

Default Value:
Valid Values: Valid TCP port
Changes Take Effect: After service restart

The forward proxy port. If you specify the host option, you must also specify the port.

user

Default Value:
Valid Values: Valid user name
Changes Take Effect: After service restart

User name used in HTTP basic authentication. If the forward proxy requires authentication, specify both a user and a password.

pacing Section

- optimizationGoal

optimizationGoal

Default Value: 3
Valid Values: Integer value from 1 to 100.
Changes Take Effect: After server restart

Specifies the percentage goal for the optimization target. For example, you might want to limit abandoned interactions to 3%.

log Section

- all
- compressMethod
- debug
- expire
- messageFormat
- outputPattern
- segment
- standard
- timeConvert
- timeFormat
- trace
- verbose

all

Default Value: stdout
Valid Values: stdout, stderr, network, [filename]
Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

compressMethod

Default Value:
Valid Values: zip or gzip
Changes Take Effect: Immediately

Specified method that will be used for archiving log files.

debug

Default Value: stdout
Valid Values: stdout, stderr, network, [filename]
Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: debug = stderr, network

expire

Default Value: 10
Valid Values: false | <number>[file] (1-1000) | <number> day (1-100)
Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

messageFormat

Default Value: custom
Valid Values: short, medium, full, shortcsv, shorttsv, shortdsv
Changes Take Effect: Immediately

Specifies the format of log record headers that an application uses when writing logs in the log file. Using compressed log record headers improves application performance and reduces the log file's size.

outputPattern

Default Value: %d{HH:mm:ss,SSS}{UTC} [%5p] %-30c{1} - %m %ex%n
Valid Values:
Changes Take Effect: Immediately

Log4j/Log4j2 pattern which is used to format output messages. Value of this option is used as a log message pattern if 'messageFormat' option value is equal to "custom".

segment

Default Value: 100 MB
Valid Values: false | <number>[KB] | <number> MB | <number> hr
Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]
Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

timeConvert

Default Value: utc
Valid Values: local or utc
Changes Take Effect: Immediately

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since "00:00:00 UTC, January 1, 1970".

timeFormat

Default Value: time
Valid Values: time, locale or iso8601
Changes Take Effect: Immediately

Specifies how to represent, in a log file, the time when an application generates log records. A log record�s time field in the ISO 8601 format looks like this: "2001-07-24T04:58:10.123".

trace

Default Value: stdout
Valid Values: stdout, stderr, network, [filename]
Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: all
Valid Values: all | debug | trace | interaction | standard |none
Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

Genesys Predictive Engagement Plugin Configuration Options

- altocloud.client-id
- altocloud.client-secret
- altocloud.visit-id-parameter-name
- altocloud.login-uri
- altocloud.gadget-uri
- altocloud.organization-id
- altocloud.proxy-address

Change History

Content under development