Genesys Engage Digital (eServices)

channel-facebook-*any-name* Section

12/16/2025

channel-facebook-*any-name* Section

- confirm-failed-messages
- driver-classname
- fetch-image
- gsa-account-name
- gsa-api-key
- gsa-batch-limit
- gsa-batch-reserve-time
- gsa-channel-id
- gsa-channel-name
- gsa-url-base

- gsa-user-name
- gsa-user-password
- inbound-route
- itx-resubmit-attempts
- itx-resubmit-delay
- itx-submit-timeout
- reconnection-timeout
- submit-as-chat
- x-debug-mode
- x-inbound-media

- x-max-comments-per-post-to-process
- x-sampling-period
- x-submit-comments-itx
- x-submit-internal-itx
- allowed-content-types
- external-service-network-timeout
- max-attachment-size
- password

confirm-failed-messages

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 9.0.018.01

Specifies whether a message must be confirmed if it cannot be processed during the fetch process.

driver-classname

Default Value: com.genesyslab.mcr.smserver.channel.facebook.cloud.FacebookCloudDriver
Valid Values: com.genesyslab.mcr.smserver.channel.facebook.cloud.FacebookCloudDriver
Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service. The class name of the Genesys Driver for GSA cloud Facebook Channel is:
com.genesyslab.mcr.smserver.channel.facebook.cloud.FacebookCloudDriver

fetch-image

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

When set to *true*, the Digital Messaging Server downloads images attached to inbound messages. When this option has value *false*, an http link to a remote location storing message attachments is added to inbound messages.

gsa-account-name

Default Value:
Valid Values: Any valid GSA cloud account name string
Changes Take Effect: After restart
Discontinued: 9.0.017.06

Specifies Genesys Social Analytics cloud account name that is used by the driver to access a Facebook service. Contact Genesys Customer Care to configure an account in Genesys Social Analytics cloud platform.

gsa-api-key

Default Value:
Valid Values: Any valid GSA cloud API key string
Changes Take Effect: After restart

Specifies an access key that is used by the driver to access a Genesys Social Analytics cloud API. Contact Genesys Customer Care to obtain the value of this option.

gsa-batch-limit

Default Value: 200
Valid Values: 1,500
Changes Take Effect: Immediately

Specifies maximum number of Facebook posts retrieved by the driver from GSA cloud API in a single request.

gsa-batch-reserve-time

Default Value: 60
Valid Values: 10-3600
Changes Take Effect: Immediately

Specifies a period of time, in seconds, for which an inbound message is removed from the GSA cloud channel queue after it was fetched by the Digital Messaging Server. If the Digital Messaging Server does not send confirmation to the GSA cloud channel that the message was successfully processed within this period, it will be placed back into the queue.

gsa-channel-id

Default Value:
Valid Values: Any valid GSA cloud channel ID string
Changes Take Effect: After restart

Specifies a channel ID in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option.

gsa-channel-name

Default Value:
Valid Values: Any valid GSA cloud channel name string
Changes Take Effect: After restart
Discontinued: 9.0.017.06

Specifies a name associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

gsa-url-base

Default Value:
Valid Values: Any valid URL string
Changes Take Effect: After restart

Specifies a Genesys Social Analytics cloud platform URL. Contact Genesys Customer Care to configure the value of this option.

gsa-user-name

Default Value:
Valid Values: Any valid email address string
Changes Take Effect: After restart

Specifies a user's email address associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

gsa-user-password

Default Value:
Valid Values: Any string
Changes Take Effect: After restart
Discontinued: 9.0.007.08 (renamed to password)

Specifies a user's password to access Genesys Hub. Contact Genesys Customer Care to configure the value of this option.

inbound-route

Default Value:
Valid Values: *tenant dbid* : *access point name*, or *tenant dbid* : *access point name1*, *tenant dbid* : *access point name2*
Changes Take Effect: After restart

The value *tenant dbid* : *access point name* specifies the access point that is used to place submitted interactions for incoming messages. The access point name can either be the actual name of the endpoint, or a reference to the option in section *tenannt dbid*:endpoints. For example, value 101:facebook_queue is a reference to option 101:endpoints/facebook_queue="Facebook Inbound Queue". The value *tenant id* : *access point name1*, *tenant id* : *access point name2* is applicable only in support of Facebook session mode. *access point name2* specifies the access point used by Chat Server.

itx-resubmit-attempts

Default Value: 3
Valid Values: 0-9
Changes Take Effect: Immediately

Number of times that Digital Messaging Server attempts to resubmit an interaction. With a value of 0, no resubmit attempts are made. See "itx-submit-timeout" for a full description of the submission process.

itx-resubmit-delay

Default Value: 30
Valid Values: 1-120
Changes Take Effect: Immediately

Time, in seconds that Digital Messaging Server waits between attempts to resubmit an interaction. See "itx-submit-timeout" for a full description of the submission process.

itx-submit-timeout

Default Value: 10
Valid Values: 1-60
Changes Take Effect: Immediately

This option and the next two ones control the way that Digital Messaging Server submits interactions. The server submits a request with an inbound message to Interaction Server and waits itx-submit-timeout seconds for a positive response from the server. If the expected response has not been received within this time period, the server repeats the submit request up to itx-resubmit-attempts times, with a delay of itx-resubmit-delay seconds between successive attempts.

reconnection-timeout

Default Value: 180
Valid Values: Any positive integer greater than or equal to 10
Changes Take Effect: Immediately

Specifies the delay, in seconds, before the server starts the reconnection procedure to GSA cloud platform for this media channel if the connection was lost.

submit-as-chat

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

Specifies how new incoming Facebook private messages are introduced into the system. With the value *true*, the driver submits a new Facebook private chat session via Chat Server. With the value *false*, the driver submits a regular interaction of media-type facebookprivatemessage.

x-debug-mode

Default Value:
Valid Values: Any valid string with a consumer key secret
Changes Take Effect: After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

x-inbound-media

Default Value: facebook

Valid Values: Any valid string.
Changes Take Effect: Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server on incoming Facebook messages.

x-max-comments-per-post-to-process

Default Value: 50
Valid Values: 0-5000
Changes Take Effect: Immediately

Specifies the maximum number of comments that can be attached to an interaction. For example, if a Post has one hundred comments and this option is set to 50, only the fifty most recent comments are attached to the interaction and passed to an Agent. If the option is set to 0, all comments are attached to the interaction and passed to an Agent. This option does not count parent comments, regardless of whether they were created inside or outside of the scan time bracket. Digital Messaging Server Digital Messaging Server Configuration Options

x-sampling-period

Default Value: 3
Valid Values: 1-3600
Changes Take Effect: Immediately

Specifies how frequently, in seconds, data-fetching from a Genesys Social Analytics cloud platform will occur.

x-submit-comments-itx

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Modified: 9.0.011.22

Specifies whether a new interaction with Facebook type comment will be created for each comment (true).

x-submit-internal-itx

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

When the Facebook driver is monitoring the Facebook wall it will read all of the posts and comments and some of the posts and comment might be created by agents. If this option is set to *true*, all Facebook interactions (regardless of who created the posts and comments) will be created. If this option is set to *false*, only interactions in which there is new content (posts or comments) created by customers will be created. All interactions that have older posts created prior to monitor read times and comments created only by agents will not be submitted.

allowed-content-types

Default Value:
Valid Values: Any comma-separated list of MIME types
Changes Take Effect: After restart

Lists the MIME types of attachments that are saved to UCS database and displayed inline as a preview to agents in WDE interaction window. For example, `image/png, image/jpeg, application/pdf`. If the value is not set, all media types (MIME standard) are saved to UCS database. This option is valid only when the **fetch-image** and **ucs-in-use** (in DMS) options are set to `true`.

external-service-network-timeout

Default Value: 30
Valid Values: Any positive integer greater than 0 and less than or equal to 180
Changes Take Effect: After restart
Introduced: 9.0.011.40

Specifies the maximum network timeout, in seconds, for communication between the driver and Facebook.

max-attachment-size

Default Value: 0
Valid Values: Any integer from 0 to 50
Changes Take Effect: After restart
Modified: 9.0.012.12

Specifies the maximum size of attachments, in megabytes, that are saved to UCS database and displayed inline as a preview to agents in WDE interaction window. Attachments that exceed this size limit are delivered to agents, but they are not saved to UCS database and not displayed inline as a preview in the WDE interaction window. If the value is not set or the value is 0, the attachment limit is capped at 50 megabytes. This option is valid only when the **fetch-image** and **ucs-in-use** (in DMS) options are set to `true`.

Note: Facebook applies its own file compression algorithms. The driver validates the attachment size after the compression is applied by Facebook. So, the original file size and the file size after compression may vary at times depending on the media type and compression level.

password

Default Value:
Valid Values: Any string
Changes Take Effect: After restart
Introduced: 9.0.007.08 (renamed from gsa-user-password)

Specifies a user's password to access Genesys Hub. Contact Genesys Customer Care to configure the value of this option.