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Genesys Engage Digital (eServices)

reporting-extensions

12/12/2025

reporting-extensions

- interactions
- system

interactions

Default Value: enable:all

Valid Values: enable:all[:url] disable:all[:url] enable:<Stat Server>[:url] disable:<Stat Server>[:url]

Changes Take Effect: Immediately

Describes the statistic extension that receives the interactions-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately. Statistic data can be sent to all Stat Servers defined on the Connections tab of the Interaction Server object, or to the Stat Server specified in this option value. The url portion specifies the extension URL (default value is eServiceInteractionStat.jar). The enable or disable portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server. The default value enable:all means that the data is sent to all Stat Servers on the Connections tab of the Interaction Server object.

system

Default Value: enable:all

Valid Values: enable:all[:url] disable:all[:url] enable:<Stat Server>[:url] disable:<Stat Server>[:url]

Changes Take Effect: Immediately

Describes the statistic extension that receives the application-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately. Statistic data can be sent to all Stat Servers defined on the Connections tab of the Interaction Server object, or to the Stat Server specified in this option value. The url portion specifies the extension URL (default value is eServiceSystemStat.jar). The enable or disable portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server. The default value enable:all means that the data is sent to all Stat Servers on the Connections tab of the Interaction Server object.