Genesys Engage Digital (eServices)

Strategy Object

12/14/2025

Strategy Object

default Section

- max-submitted-interactions

max-submitted-interactions

Default Value: No default value
Valid Values: Any integer from 0–50,000
Changes Take Effect: Immediately
Related Options: default-max-submitted-per-strategy

Specifies the maximum number of interactions that Interaction Server can submit to URS.

If this option exists in the [default] section on the Annex tab of the Strategy object, its value overrides the value specified for the default-max-submitted-per-strategy option for this particular strategy.

A value of 0 prevents interactions from being submitted to the strategy. If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.