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Genesys Mobile Services

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You cannot configure the following options in the Service Management UI. Depending on options' description, you will set a value for these options in the service.<service_name> section of your GMS configuration, or sometimes in your REST queries.

- `_customer_number`
- `_on_customer_connect_treatment_url`
- `_originating_interaction_id`
- `_ors`
- `_ors_lb_strategy`
- `_url_overwritable_options`
- `_redirect`
- `_status_notification_debug`
- `_status_notification_language`
- `_urs_url`

`_customer_number`

Default Value:

Valid Values: phone_number

Changes Take Effect: Immediately

Customer's phone number. The parameter is mandatory to match the call with service data when the call direction is set to USERORIGINATED. Also used to establish the connection with the customer when the call direction is USERTERMINATED.

Important

This is a request parameter that you can use in REST queries.

This option is mandatory.

`_on_customer_connect_treatment_url`

Default Value: " "

Valid Values: String URL

Changes Take Effect: Immediately

URL of a VXML application to execute after a user terminated callback is dialed and the call is answered by a human.

By default, this option is empty and the VXML execution is disabled.

`_originating_interaction_id`

Default Value:

Valid Values:

Changes Take Effect:

Modified: 8.5.227.03

The ID of the originating call. If you add this request parameter to the HTTP request used to create the Callback service, the Callback strategy will add the reporting-related attached data to the originating call. See also the [IVR Classic Callback](#) for additional details.

For reporting purposes, if the `_CB_T_CALLBACK_OFFERED` and `_CB_T_CALLBACK_ACCEPTED` KVPs are to be added to the original session that initiated the callback request, the callback request must include the `_originating_interaction_id` option. In this scenario, set the `_originating_interaction_id` value to the interaction ID of the inbound call that is managed by the ORS session.

`_ors`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Comma-separated list of ORS URLs, for example:

`http://host1:port1,http://host2:port2`

Overrides any ORS connections, if they are present.

Important

Set this option in the `service.<service_name>` section of your GMS configuration, not in the Service Management UI.

`_ors_lb_strategy`

Default Value: circular

Valid Values: circular, linear

Changes Take Effect: Immediately

Strategy for the ORS load balancer. This option overrides the `_ors_lb_strategy` option of the GMS application. Supported values are: `circular` or `linear`.

Set this option in the service.<service_name> section of your GMS configuration, not in the Service Management UI.

`_overwritable_options`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.106.19

Defines the parameters (`_ors`, `_redirect`, and/or `_target`) that you wish to be able to overwrite in your REST queries.

This option enables you to pass non-request parameters in your REST queries. For example, if you set `_overwritable_options=_ors`, a customer application can schedule a callback and pass the `_ors` parameter of the REST query to submit this callback to a given ORS.

```
POST /1/service/callback/foo
```

```
{
  "_ors": "http://myors:4421"
}
```

Another scenario is to set `_overwritable_options=_redirect` in order to disable the redirection for some queries. For example, if you set the `_redirect` parameter for the `foo` service as follows....

```
[service.foo]
_redirect=foo_b
_overwritable_options=_redirect
```

.... when you invoke `foo` with a POST query, you can overwrite the value of the `_redirect` option and disable the redirection to `foo_b`:

```
POST /1/service/callback/foo?_redirect=""
```

`_redirect`

Default Value:

Valid Values: String

Changes Take Effect: Immediately

Introduced: 8.5.106.19

Defines a redirection of your POST queries to another callback service. For example, if you set this parameter for the `foo` service as follows....

```
[service.foo]
_redirect=foo_b
```

.... when you will invoke `foo` with a POST query....

POST /1/service/callback/foo

.... GMS internally redirects your query to foo_b:

POST /1/service/foo_b

- This option is restricted to callback services.
- Set this option in the GMS configuration, not in the Service Management UI. You can disable and overwrite this option in your REST queries if you set `_overwritable_options=_redirect` in your service configuration.

`_status_notification_debug`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If true, enables the debug mode for notification.

`_status_notification_language`

Default Value: false

Valid Values: String

Changes Take Effect: Immediately

Application language that matches one of the supported languages used for **push notifications**.

`_urs_url`

Default Value: No default value

Valid Values: String URL

Changes Take Effect: Immediately

URS URL or comma-separated list of URS URLs if the `enable_urs_loadbalancer` option is true in the GMS application. For example:

`http://host#1:7311,http://host#2:7311,http://host#3:7311`

GMS uses this list to query URS statistics.