Genesys Mobile Services

cview Section

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allow-custom-ids

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

If `true`, enables custom IDs; this option is for migration purpose only and allows Context Services to replicate the UCS service identifier into Context Services storage. If false, Context Services generate new identifiers in response of "start" events.

auto-complete-after

Default Value: No default value
Valid Values: long
Changes Take Effect: Immediately
Introduced: 8.5.111.04

Time in seconds to wait to auto-complete the service after its last update if `auto-complete-enabled = true`. This option value is used if it is not explicitly provided in the Start request by setting the `auto_complete_after parameter` of the Service Start Event. If you do not provide a value for `auto_complete_after` in the configuration or in the Start request, then only an explicit API call to complete the service will be able to terminate the service.

auto-complete-enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.111.04
Related Feature: auto-complete

If `true`, enables the auto-complete feature. If a service or its states or its tasks are not updated within the period specified by the option `auto-complete-after`, the service (including states and tasks) is terminated.

auto-complete-organizations

Default Value: ""
Valid Values: String
Changes Take Effect: Immediately
Introduced: 8.5.111.04

Comma-separated list of organization IDs (the Contact Center ID concatenated with the Group ID separated by a period) for which the auto-completion is enabled.

data-validation

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

If `true`, allows additional checks of consistency during production. For example, if your application creates a State or a Task, the server checks that the service exists before it creates the inner object; if not, your application receives a `Service Not Found Exception`.

> ### Warning
> This data validation feature is a costly process that requires additional storage read access.

enabled

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

Enables (true) or disables (false) the Context Services feature. If set to FALSE, the other options are ignored.

expiration

Default Value: 5y
Valid Values: <integer><letter>

Changes Take Effect: Immediately

Defines expiration time for conversation (service, states, tasks) after creation or last API update. The expiration time is formatted as follows: <integer><letter> where:

- <integer> specifies the time period
- <letter> is one of the following period type:
  - s: seconds
  - m: minutes
  - h: hours
  - d: days
  - w: weeks (7 days)
  - M: months (30 days)
  - y: years (365 days)

use-role

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

Enables (true) or disables (false) Role-Based Access Control.