Genesys Mobile Services

openmedia or openmedia.<service-name> Section

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These openmedia options enable you to configure the openmedia media used by the Digital Channel APIs. See Configuring Digital Channels for further details.

- allow_overwrite
- endpoint
- interaction_subtype
- interaction_type
- media_type

allow_overwrite

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.110.07

If true, enables Open Media API queries to overwrite the default Interaction Type, Subtype, and Media Type set in the Open Media service configuration. If you do not configure the options interaction_type, interaction_subtype, and media_type, you must set `allow_overwrite` to true and provide the Interaction Type, Subtype, and Media Type in your REST queries.

endpoint

Default Value: Environment:Default
Valid Values: <TenantName>:<InboundQueueName>
Changes Take Effect: Immediately
Introduced: 8.5.110.07

Any string that combines a valid Tenant Name and a valid Interaction Queue name, separated by a colon: <TenantName>:<InboudQueueName>

TenantName should match one of the Tenants assigned to the Interaction Server application.

interaction_subtype

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.110.07

Interaction Subtype to assign to the interactions created by this service, for example, InboundNew. The Interaction Type must match one of the values listed in the **Business Attributes > Interaction Subtype** section of your configuration.

interaction_type

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.110.07

Interaction Type to assign to the interactions created by this service, for example, Inbound. The Interaction Type must match one of the values listed in the **Business Attributes > Interaction Type** section of your configuration.

media_type

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.110.07

Media Type to assign to the interactions created by this service, for example, workitem. The Media Type must match one of the values listed in the **Business Attributes > Media Type** section of your configuration.