GENESYS™

Genesys Voice Platform

ICMC Section

5/7/2025

ICMC Section

- CancelResponseTimeoutMSec
- ConnectMsgTimeoutMSec
- DNISIndicator
- eccSessionIdVarName
- eccvariablelist
- enablePreRouting
- ICMInterface
- ICMUnavailableAction
- NewCallTimeoutMsec
- RunScriptResultTimeoutMsec
- SessionIdleTimeoutMSec
- TransferOnDialogFailure
- translation-routed-call
- TrunkGroupID

CancelResponseTimeoutMSec

Default Value: 2500
Valid Values:
Changes Take Effect: After restart

CTI Connector waits for the (CONNECT/RELEASE) response to CancelResponse message from ICM for the specified time. If no response is received with in the configured time then CTIConnector shall clear the call.

ConnectMsgTimeoutMSec

Default Value: 3500
Valid Values:
Changes Take Effect: After restart

CTI Connector waits for the (CONNECT_TO_RESOURCE/CONNECT/RELEASE) response from ICM for the specified time. If no response is received with in the configured time then CTIConnector shall clear the call.

DNISIndicator

Default Value:
Valid Values: sid, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10
Changes Take Effect: After restart

This parameter value indicates which field fron RUN_SCRIPT_REQ message should be used for fetching the DNIS value.

eccSessionIdVarName

Default Value: userSessionId
Valid Values:
Changes Take Effect: At start/restart

CTI Connector shall take the SessionId and send it to ICM through this variable. Example : userECCVar1 The variable name configured here ("userECCVar1" in the example) should be specified in the ECC Variables list. If not, the SessionId will not be sent in the NEW_CALL message. By default, it will be set to "userSessionId" and the SessionId will be sent through userSessionId. If it is empty, the SessionId will not be sent in the NEW_CALL message.

eccvariablelist

Default Value: userSessionId:5000
Valid Values:
Changes Take Effect: At start/restart

CTI Connector shall take the configured list of ECC variable names and register it with ICM through initial REGISTER_VARIABLES message. The ECC variable names along with their tag values should be separated by comma. The ECC variable may be specified without a tag, in which case, CTIC will generate a tag for it. Example: userECCVar1:5010,userECCVar2,userECCVar3:5011 Default value is userSessionId:5000

enablePreRouting

Default Value: false
Valid Values:
Changes Take Effect: After restart

This parameter should be set to true when call is pre-routed to ICM (for Network VRU deployment type 2/3/7/8/). In this case the CTI Connector sends REQUEST_INSTRUCTION message for establishing the call with ICM.

ICMInterface

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: After restart

This parameter indicates about the interface that CTIC shall use to communicate with ICM. By default

CTIConnector shall use the Service Control Interface to communicate with ICM.

ICMUnavailableAction

Default Value: hangup
Valid Values: hangup, transfer
Changes Take Effect: At start/restart

This parameter describes action to take when the ICM connection break during a call . When action is 'transfer' CTIC transfers the call using REFER to the destination specified in the "cti.FailoverNumber" in IVR profile.

NewCallTimeoutMsec

Default Value: 1500
Valid Values:
Changes Take Effect: After restart

CTI Connector waits for the (RUN_SCRIPT_REQ/CONNECT/RELEASE) response to NEW_CALL message from ICM for the specified time. If no response is received with in the configured time then CTIConnector shall clear the call.

RunScriptResultTimeoutMsec

Default Value: 2500
Valid Values:
Changes Take Effect: After restart

CTI Connector waits for the (RUN_SCRIPT_REQ/CONNECT/RELEASE) response to Run Script Result message from ICM for the specified time. If no response is received with in the configured time then CTIConnector shall clear the call.

SessionIdleTimeoutMSec

Default Value: 120000
Valid Values:
Changes Take Effect: After restart

Maximum time the call will be kept active in CTIConnector, after the timeout CTIConnector will clear the call.

TransferOnDialogFailure

Default Value: false
Valid Values:
Changes Take Effect: At start/restart

This parameter describes action to take when the ICM responds with DIALOGUE_FAILURE_EVENT for RUN_SCRIPT_RESULT . When it is set to 'true' CTIC transfers the call using REFER to the destination specified in the "cti.FailoverNumber" in IVR profile.

translation-routed-call

Default Value: false
Valid Values:
Changes Take Effect: After restart

This parameter value indicates CTIC whether the incoming is translation routed or normal call. The default value for this parameter is false.This should be set to true for Type 8 Network VRU deployment.

TrunkGroupID

Default Value: 0
Valid Values:
Changes Take Effect: After restart

The Trunk Group ID information is sent to ICM for every call through VRU-PG for ICM reporting purpose