GENESYS™

Interaction Concentrator

Script Options

12/14/2025

Script Options

This page describes the ICON-related configuration options configured on the Annex tab of a `Script` configuration object of the interaction queue and simple routing (for a routing strategy) types. Interaction Concentrator processes these options.

The Script configuration options that affect Interaction Concentrator behavior are contained in a special configuration section, callconcentrator. If required, create this section on the Annex tab of the `Script` object.

callconcentrator Section

- om-activity-report
- om-memory-clean

om-activity-report

Default Value: True
Valid Values: True, False
Changes Take Effect: After restart

Applies to objects of type *simple routing*. Specifies whether ICON stores activity data that is related to a particular strategy. If the value is set to `false`, ICON does not store in IDB any data about parties for this strategy or any user data changes that are made by this strategy.

Regardless of the value of this option, ICON processes EventInteractionStopped events.

om-memory-clean

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart
Dependencies: om-memory-optimization, om-max-in-memory

Applies to objects of type *interaction queue*. Specifies whether ICON immediately removes an interaction from memory when the interaction is placed in the interaction queue.

Valid values:

- `0` - ICON does not take any special action to remove an interaction when it is placed in the interaction queue.

- `1` - ICON immediately removes an interaction when it is placed in the interaction queue.

Important: The `Application`-level **om-memory-optimization** option must be set to `true` for the **om-memory-clean** option to work.

Regardless of the value of this option, the removal of an interaction from ICON memory can be triggered by the value set for the `Application`-level **om-max-in-memory** option.