Universal Routing Reference

New or Updated Option Descriptions

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Contents

New or Updated Option Descriptions

The option descriptions in this topic are new or replace descriptions in the *Universal Routing 8.1 Reference Manual*.

> **Important**
>
> URS options are placed in the following option folders:
>
> - For the URS Application — in the `default` section of the **Options** tab or the **Annex** tab of the URS **Properties** dialog box. If options are specified in both places, those specified in the **Options** tab take precedence.
> - For a T-Server Application to which URS connects — in the **Options** tab or the **Annex** tab of the **T-Server Application Properties** dialog box, in a section with the same name as the name of the **URS Application**, or in a section named either `__ROUTER__` or `default`.
> - For a Stat Server Application to which URS connects — in the **Options** tab of the Stat Server Application **Properties** dialog box, in a section with the same name as the name of the URS Application, or in a section named `__ROUTER__` or `default`.
> - For a Message Server Application to which URS connects — in the **Options** tab of the Message Server Application **Properties** dialog box, in a section with the same name as the name of the URS Application, or in a section named `__ROUTER__` or `default`.
> - For all other object types—in the **Annex** tab of the object **Properties** dialog box, in a section with the same name as the name of the URS Application, or in a section named `__ROUTER__`.

addp_timeout

ADDP is used to detect a loss of connection between the HTTPBridge and URS. The `addp_timeout` option is used to specify how often the HTTPBridge will send ADDP requests to URS and wait for responses. If no response is received, HTTPBridge will terminate within the defined timeout.

Location: `web` section of the URS `Application` object
Default Value: `30` (seconds)
Valid Values: Any positive integer
Changes Take Effect: After restart

If set to `0` or any invalid value, the ADDP functionality is disabled.

automatic_ideal_agent

You can use this option as an alternative to using `SetIdealAgent`. If set to `true`, when URS places the interaction into a queue for first time, and:

- if this queue targets/agents are defined as a skill expression and,
- if function SetIdealAgent was not yet called for this call, then,

URS will automatically call the `SetIdealAgent` function with the value of the skill expression used for this queue as a target. For more information, see Using Agent Skills for Agents/Calls Prioritization.

Location in Configuration Layer by precedence: Routing Point, T-Server, Tenant, URS
Default Value: `false`
Valid Values: `true`, `false`
Changes Take Effect: Immediately

default_stat_server

The default_stat_server option is extended to allow you to specify a separate default Stat Server for every Virtual Queue. The extension covers cases where URS's Connections list contains multiple Stat Servers. An updated option description is presented below.

Location in Configuration Layer by precedence: Virtual Queue, Routing Point, T-Server, Tenant, Universal Routing Server Application
Default Value: None. If a default is not specified, URS uses the first available Stat Server on its Connections list.
Valid Value: The name of any available Stat Server
Changes Take Effect: Immediately

This option designates which Stat Server to use as the default location when a target in a strategy omits the location (that is, the target has a format of `ID` or `ID.type` rather than `ID@StatServerName.type`).

def_http_proxy_host

Location in Configuration Layer by precedence: `web` section of the URS `Application` object
Default Value: An empty string
Valid Values: Any valid host name
Changes Take Effect: After restart

URS provides support of HTTP Proxies for an "http://" type of request. HTTP Proxies are specified globally at the URS Application level, in the web section, by the `def_http_proxy_host` and `def_http_proxy_port` configuration options. The `def_http_proxy_host` option specifies the HTTP Proxy host.

def_http_proxy_port

Location in Configuration Layer by precedence: `web` section of the URS `Application` object
Default Value: An empty string

Valid Values: TCP port
Changes Take Effect: After restart

This option specifies the HTTP Proxy port for an "http://" type of connection.

def_sec_protocol

Location in Configuration Layer by precedence: web section of the URS Application object
Default Value: As defined by Genesys Security Layer
Valid Values: SSLv23, SSLv3, TLSv1, TLSv11, TLSv12, TLSv13
Changes Take Effect: After restart

This option specifies which handshake protocol HTTP Bridge uses for outgoing HTTPS connections. This option can be used only on UNIX operating systems with Genesys Security Pack on UNIX 8.1.x, starting with 8.1.300.05. This option has no effect on Windows. Protocols are specified by the option values as follows:

- SSLv23—SSL v2.0
- SSLv3—SSL v3.0
- TLSv1—TLS v1.0
- TLSv11—TLSv1.1
- TLSv12—TLS v1.2
- TLSv13—TLS v1.3

Important

- Starting with 8.1.400.96, the def_sec_protocol configuration option supports a new value, TLSv13.
- Starting with 8.1.400.33, the def_sec_protocol configuration option supports a new value, TLSv12. This option was originally introduced in URS 8.1.400.13 on 2/13/15.

def_sni

Location in Configuration Layer by precedence: web section of URS Application object
Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

This new option, introduced in URS 8.1.400.71, enables the Server Name Indication (SNI) extension for TLS handshakes. When this option is set to true, URS adds an extra parameter, tls-target-name, into the transport parameters of the connecting requests, set to the name of the host the web request is directed to.

lds

For the `lds` option, you can also specify `map` as a value, in addition to the valid values of `ar` (access resources), `ciq` (calls in queue), and `blk` (agents blocking), as described on page number 645 in the *Universal Routing 8.1 Reference Manual*.

Use `map` if the Message Server communicates between multiple URS instances the information about agents' tags and global maps that the URS instances might use. If a URS instance tags an agent or adds a key-value pair into a map, then, the information about it will be propagated to the other URS instances in the same self-awareness cluster.

http_log_size

Location in Configuration Layer by precedence: `web` section of the URS `Application` object
Default Value: `false`
Valid Value: Size of log file in kilobytes
Changes Take Effect: After restart

This option specifies the HTTP Bridge maximum log file segment size in kilobytes. Once the specified file size is reached, a new segment/file is created and the new log output goes to this new file. You must configure the `http_log_file` option to use this option. Also, see the option `log_remove_old_files`.

log_file

Location in Configuration Layer by precedence: http section of the URS `Application` object
Default Value: no default value
Valid Value: log file name
Changes Take Effect: After restart

This option specifies the name of the log file for HTTP Interface error and trace messages.

log_remove_old_files

Location in Configuration Layer by precedence: `web` section of the URS `Application` object
Default value: `false`
Valid Values: either `false` (meaning old log files are not deleted and all log files will be kept), or an integer specifying the number of log files that will be kept.
Changes Take Effect: After restart

This option specifies whether the previous segments/ files are to be deleted when the new segment/ file is created. You must also configure the `http_log_file` option to use this option.

log_remove_old_files

Location in Configuration Layer by precedence: `http` section of the URS `Application` object
Default value: `false`
Valid Values: either `false` (meaning old log files are not deleted and all log files will be kept), or an integer specifying the number of log files that will be kept.

Changes Take Effect: After restart

This option specifies whether the previous segments/ files are to be deleted when the new segment/ file is created. You must also configure the `log_file` option to use this option.

log_size

Location in Configuration Layer by precedence: `http` section of the URS `Application` object
Default Value: `false` (unlimited size of file)
Valid Value: size of log file in kilobytes
Changes Take Effect: After restart

This option specifies the HTTP Interface maximum log file segment size in kilobytes. Once the specified file size is reached, a new segment/file is created and the new log output goes to this new file.

verbose

This option determines the level of log output.

Location in Configuration Layer by precedence: `http` section of the URS `Application` object.
Default Value: `0`.
Valid Values: `0` to `3`.
Changes Take Effect: After restart.

Level `0` produces no log messages. Levels from `1` to `3` produce log information with corresponding higher levels of detail.

lvqwaittime_stat

From version 8.1.400.53, a new option, `lvqwaittime_stat`, is introduced to control which waiting time statistic URS will use to calculate values in response to `lvq` web requests.

Location: Configuration layer by precedence - `Virtual Queue`, `URS`
Default Value: `StatExpectedWaitingTime`
Valid Value: Any valid statistic name
Changes Take Effect: After restart

When specifying a value for this option, ensure that the statistic is properly configured in IRD or StatServer. If the name is invalid, an error is reported.

lvq_quit_rate_history

Location in Configuration Layer by precedence: `default` section of URS `Application` object; can also be defined at the VQ level with section name as `URS application name` or `_ROUTER_`
Default Value: `32`
Valid Values: Any value from `1` to `64`
Changes Take Effect: After restart

One of the methods URS uses to calculate EWT for a Virtual Queue relies on the details of the last 32 calls (that is, the most recent) distributed from the Virtual Queue (VQ). This option introduced in 8.1.400.88, allows users to control how many distributed calls from the VQ to consider for EWT calculations. When URS creates a VQ it uses the value of this option to determine the size of the distributed calls history for the VQ. Once the VQ is created the size of the distributed calls history for the VQ is determined and can be changed only after a URS restart. If URS creates the VQ after the option was changed at the VQ level, a restart is not needed - this VQ will use the option's latest value.

max_loading

Location in Configuration Layer by precedence: DB Server/Custom Server/StatServer, Database Access Point
Default Value: `0` (zero)
Valid Value: any positive integer
Changes Take Effect: Immediately

Specifies the maximum number of unanswered requests that URS can send to a server; for example, the maximum number of unanswered opening statistic requests that URS can send to StatServer. Specifically prevents database access bottlenecks when there is high call volume and high customer request abandonment or when there is high call volume and low DBMS performance. The latter condition can be caused by an untuned or unoptimized database.

The default value of `0` (zero) indicates that URS is not tracking or limiting the number of requests to the server.

> ### Important
>
> Though the max_loading option is retired and no longer used, URS continues to provide the possibility to control its loading on web servers with the max_loading option, similar to how it is done for regular Genesys servers (for example, DB Server). However, the following differences exist:
>
> - for web servers, the option must be set within the URS application itself, in the `web` section (instead of setting it on dedicated servers).
> - all options in `web` section (including `max_loading`) take effect on http bridge restart.

utf8ors

Location in Configuration Layer by precedence: `default` section of URS `Application` object
Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

Introduced in version 8.1.400.95, this option is used to specify if URS must convert the content of responses on ORS requests from the default locale URS works with, into the utf8 format. Previously such conversion was considered as part of HTTP communications and was performed only if clients (including ORS) communicate with URS through the HTTP connection. Conversion was not performed

if clients connect to URS directly through the Genesys connection layer.

The `utf8ors` option extends this functionality for cases when ORS communicates with URS through a direct ORS to URS connection. When converting data to the utf8 format, URS assumes that data is encoded according to the current locale. Conversion will fail if the format of data URS manipulates does not match the current locale.

pickup_calls

Location in Configuration Layer by precedence: Annex properties of `DN` controlled by URS, T-Server, URS
Default Value: false
Valid Values: false, true, reverse
Changes Take Effect: Immediately

Starting with 8.1.400.36, the `pickup_calls` configuration option is now supported at the T-Server and URS Application levels, in addition to the Routing Point DN level. This option enables smart registration for routing points and depends on T-Server's ability to provide information on all interactions pending on a routing point even before routing points are registered by URS at startup. For additional information on this option, refer to the *Universal Routing 8.1 Reference Manual*.

pickup_strategy

Location in Configuration Layer by precedence: RP, T-Server, or URS Application levels
Default Value: Option is absent by default (URS will execute the same strategy that it uses for regular calls at the RP, for picked up calls also.)
Valid Value: Any valid strategy name
Changes Take Effect: Immediately

Starting with release 8.1.400.92, this option is introduced to address the use case where the strategy for picked up calls at a Routing Point (RP) must be different from the regular strategy loaded on the same RP. This option can be set up at the RP, TServer, or URS levels and provides the name of the strategy to be picked up.

Picked up calls are those that existed on some RP before URS was started and can be processed by URS if the `pickup_calls` option is set to true. By default, URS executes the same strategy for the picked up calls that it executes for calls that started with a regular EventRouteRequest event. The `pickup_strategy` option allows a different strategy to be executed for picked up calls.

There are a few predefined and hardcoded strategies in URS, which have been created for special deployments only and must be avoided in regular environments. Specifically, the strategy named `restart` must be used only in Azure-based deployments. That is, the pickup_strategy option can be used by itself in any environment (if pointing to any appropriate strategy), but setting it to point to the `restart` strategy must be done only in Azure environments.

proxy_use_connect

Location in Configuration Layer by precedence: web section of URS
Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: After restart

This option specifies the connection method to a secure web server through a HTTP proxy server.

- A value of *true* uses the HTTP CONNECT method. URS communicates with web servers through HTTP proxy and performs TLS negotiations directly with the web server.
- A value of *false* uses the legacy method (not recommended). URS communicates with web servers through HTTP proxy and performs TLS negotiations with the proxy server.

report_targets

Beginning with version 8.1.400.63, a new value, `waited`, has been added to the `report_targets` option. If the `report_targets` option is set to *true* or *waited*, URS attaches the `RTargetsWaited` key into `AttributeUserData` of the T-Server's events. The value of the new key is a comma separated list of targets the interaction is waiting for. This data can be used by the default routing strategy if the processing of an interaction fails.

Location in Configuration Layer by precedence: URS
Default Value: `true`
Valid Values: `true`, `waited`, `false`
Changes Take Effect: Immediately

For a complete description of the option, refer to page number 660 in *Universal Routing 8.1 Reference Manual*.

self_port

Location in Configuration Layer by precedence: `default` section of URS
Default Value: `default`
Valid Values: none or any valid TCP/IP Port ID
Changes Take Effect: After restart

Release 8.1.400.32 introduces a new option, `self_port`, which enables URS to establish a SELF connection when the default listening port is secured, since a SELF connection is not supported via a secured port.

- A value of none instructs URS to not connect to itself so any related functionality, such as the RequestRouter function, will be unavailable.
- A value of `default` instructs URS to use a default port to connect to itself.
- Use the value, `hip`, for an http interface connection to URS when the default port is secured.
- If you not specify option `self_port`, then URS will use value `default` for this option.

skill_in_group_sync

Location in Configuration Layer by precedence: URS
Default Value: 10
Valid Values: Any non-zero positive integer
Changes Take Effect: After restart

This option specifies the maximum number of attempts for URS to execute `GetSkillInGroupEx` and `CountSkillInGroupEx` functions when their parameter sync is set to `true`.

start_primary

Location in Configuration Layer by precedence: URS `Application` object
Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: After restart

This option specifies whether URS starts in primary mode or in backup mode in cases when a primary-backup URS pair is configured. If this option is set to `true`, then URS will start in primary mode. If this option is set to `false`, URS starts in backup mode. After the initial URS startup, Management Layer may switch the running mode of the URS `Application` depending on the startup order.

unknown_aht

Location in Configuration Layer by precedence: URS `Application` object
Default Value: `9.999` (seconds)
Valid Values: Any positive number (seconds)
Changes Take Effect: After restart

This option provides the average handling time for virtual queues that URS will use in cases when there is not enough information to calculate the actual EWT.

virtual_queue_attach

Location in Configuration Layer by precedence: URS `Application` object
Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: Immediately

When set to true, URS propagates `AttachedDataChanged` events through Virtual Queue DNs, and does not when set to `false`. The purpose of this option is to reduce network traffic by limiting the amount of changed events in the attached data of calls. If deployed in a SIP Cluster environment (URS option `environment` contains value `tcluster`, then the default value of the option becomes `false`.

wait_agent_activity

Location in Configuration Layer by precedence: `default` section of URS `Application` object
Default Value: `true`
Valid Values: `true`, `false`
Changes Take Effect: Immediately

In URS environments with OCS, URS utilizes the agent assignment information provided by OCS and can delay routing decisions until the agents assignment information is provided. For cases when such delaying is considered undesirable, this option introduced in URS 8.1.400.88 can be used control the behavior. If the option is set to `false`, when agent assignment information is not provided URS will assume agent is not assigned to any outbound campaign. That is, when URS is working in an outbound environment, URS opens the agent assignment statistic for every tried agent and will route to an agent if the interaction activity matches with the activity assigned to the agent. The agent will not be routable until URS manages to open this statistic (StatServer sends a response when the

statistic is opened). Setting this option to `false` will result in URS considering the agent as assigned to default (inbound) activity and routing inbound interactions to the agent during time needed to open the statistic.

wait_time_prediction

Location in Configuration Layer by precedence: URS `Application` object
Default Value: `internal`
Valid Values: `internal`, `virtual`
Changes Take Effect: Immediately

This option controls which queue URS will use when it needs the average quit time of calls from some internal routing queue. You can specify the value for the option as internal (internal queue is used) or virtual (virtual queue associated with the internal routing queue is used). The default value is internal. The option is specified in the URS application object and changes take effect immediately.)