



Ascend AI Connector

Configuration Guide v1.0

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1 Introduction

The Ascend AI Connector facilitates Genesys Engage platform users to utilize Talkdesk's Ascend Connect AI capabilities without migrating entirely to Talkdesk. Serving as an intermediary, the connector synchronizes user data and actions between Talkdesk and Genesys Engage, enabling seamless access to Talkdesk features for GE users. Within the connector, GE users can readily utilize Copilot features offered by Talkdesk.

The configuration guide outlines how to integrate GE with Copilot using the Ascend AI connector, enhancing user capabilities. It provides administrators with the necessary steps and information to configure, manage, and troubleshoot the Ascend AI Connector.

1.1 Copilot

Talkdesk's Copilot (Agent Assist) software helps the agents with features like transcription, knowledge recommendations and call summarizations depending on the subscription. Our Ascend AI connector provides the ability for legacy contact center agents to leverage the Copilot features. Once the agent logs into the Talkdesk platform, they have access to Copilot. All active users can see Copilot as part of the subscription plan.

1.2 Key functionalities

1. **AI Integration**

- Allows Genesys Engage agents to use Ascend AI connector features for voice interactions.

2. **User Synchronization**

- Automatically creates, updates, and deletes users on Talkdesk based on changes made in Genesys CME.
- Ensures consistency between the two systems.

3. **Error Handling and Retry Mechanism**

- Retries operations multiple times with increasing delays if errors or downtime occur.
- Ensures changes are synchronized once the issue is resolved.

4. **Bulk Delete Job**

- Periodically checks for stale users on Talkdesk that do not exist in Genesys.
- Deletes stale users to free up licenses and maintain data integrity.

2 Prerequisites

2.1 Browser requirements

Talkdesk Copilot's headless user interface requires a web browser. The following latest stable browsers are supported:

- Google Chrome
- Microsoft Edge Chromium

Note: Users may also access the product through a web view embedded in a desktop application.

2.2 Connector requirements

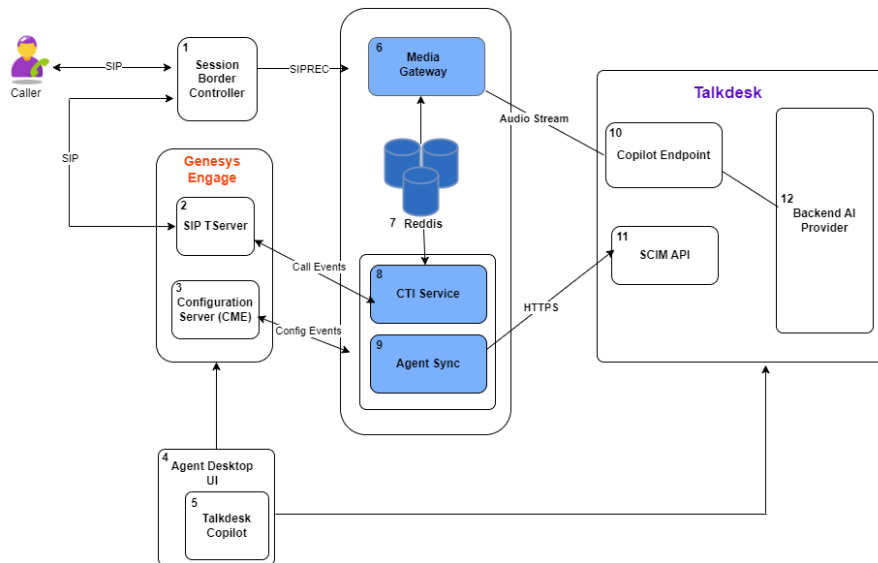
To configure and use the connector successfully, you need specific details provided at the time of the product subscription.

- **Account name:** A unique name linked to your user account.
- **account Id:** A unique identifier that is assigned to your account.
- **tokenUri** and **userScimUri:** Varies depending on your environment. See *Genesys Configuration Manager* > [Section: talkdesk](#).

2.3 Genesys version

- Supports Genesys Engage v8.0 or higher.

3 Network Diagram



Item	Component	Description
1	Session Border Controller	Serves as a gateway between the external public network and the contact center, providing signaling, media processing, and security for communications.
2	SIP TServer	A TCP/IP based server serves as a messaging interface between SIP Server clients.
3	Configuration Server	Serves as a central repository for the configuration data in the environment.
4	Agent UI Desktop	Agent desktop software that contact center agents use to login and perform call interactions.
5	Talkdesk Copilot	Features like conversation summary, and transcription are displayed.
6	Media Gateway	Responsible for handling SIP signaling and media processing.
7	Redis	A distributed in-memory key value store used as a database, cache, and a message broker.
8	CTI Service	In tandem with Media Gateway, responsible for media processing.
9	Agent Sync	Responsible for synchronizing agents from Genesys to Talkdesk.
10	Copilot Endpoint	A Talkdesk software component to which Media Gateway streams the audio.
11	SCIM API	Users SCIM API (System for Cross-domain Identity Management) is a set of APIs provided by Talkdesk that synchronizes users to Talkdesk.
12	Backend AI Provider	A Talkdesk software component that runs the algorithms for the AI features like smart replies, and conversation summaries.

4 Genesys Engage: set up Event Service

Event Service for Genesys uses Configuration Server and SIP T-Server events to enable Talkdesk Copilot for voice for eligible users. This comprehensive setup ensures the user data is consistently updated and maintained across the platform.

4.1 Configure User Synchronization

This action outlines the process through which UserSync synchronizes users from Genesys on-premises to Talkdesk. It loads the list of users from Genesys Engage and validates each user's eligibility for Talkdesk. The eligible users are then synchronized to Talkdesk.

Prerequisites

Template Availability

The **TTECDigitalGCTIAdapter** template required for UserSync configuration is included as part of the subscription.

General options for Configuring a Person in CME

When configuring a person in the CME , ensure that the following fields are provided:

- First Name
- Last Name
- Email Address

Annex options for UserSync

Create a **talkdesk** section and provide the below options within the section:

- Option Name: enabled
- Option Value: true

The screenshot shows a configuration window with a tabbed interface. The active tab is 'talkdesk'. Below the tabs is a table with two columns: 'Name' and 'Value'. The table contains one row with the value 'enabled' in the 'Name' column and 'true' in the 'Value' column. The table has a header row with 'Name' and 'Value' and two input fields for 'Enter text here'. The table is highlighted with a red border. At the bottom of the window are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

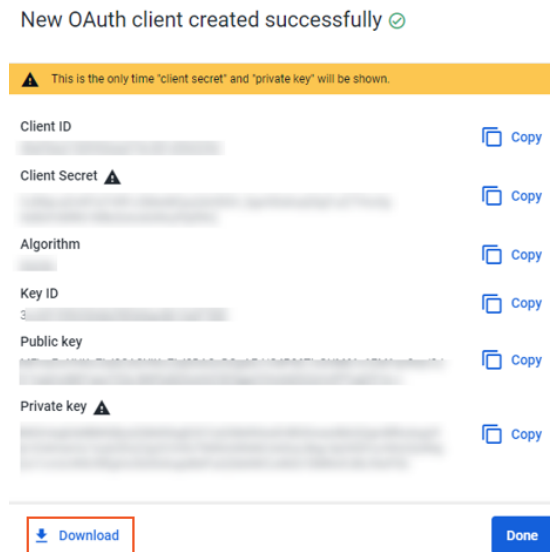
Name	Value
enabled	"true"

4.1.1 Configure OAuth credentials

The Ascend AI connector requires Client ID and Client Secret of the OAuth client. To configure and retrieve the ID and secret strings:

1. Login to **Talkdesk**.
2. From the left pane, navigate to **Builder**.
3. Select **OAuth Clients** and click **New OAuth client**.
4. Provide the mandatory information:
 - OAuth client name
 - **Grant type**: Client credentials
 - Click **Add scopes** and select the **scim scope** from the list.
5. Click **Create**.

Important: A pop up appears with the credentials. Download the credentials without fail for future use to [Configure a new Application](#) for UserSync.

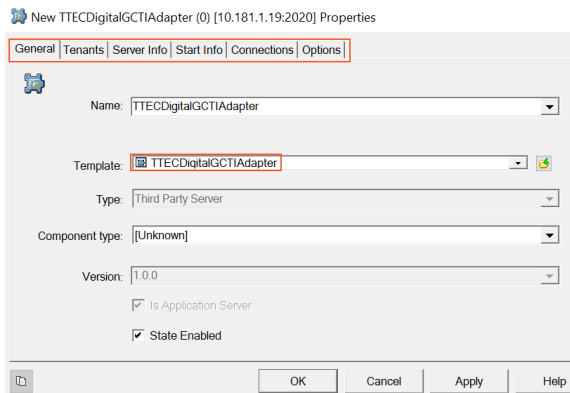


4.1.2 Configure a new Application

To configure, follow the steps below:

1. Login to **Genesys Configuration Manager**.
2. Go to **Configuration > Environment**.
3. Select **Applications**.
4. Right-click on the **Applications** page and select **New Application**.

5. Import the **TTECDigitalGCTIAdapter** template to the application.



6. Navigate between the tabs to fill in the information:

- **General:**

- **Name:** Enter the application name.

Important: The application name must be used in the GCTI Component configuration. See [Application configurations](#).

- **Template:** TTECDigitalGCTIAdapter

- **Connections:** A pop-up window appears when you click **Add**.

- Select the **Objects Browse** icon located at the end of the **Server** field to import the **Agent SIP** server.
- Set the **Local Timeout** to 60.
- Set the **Remote Timeout** to 120.
- Click **OK**.

- **Options:** For the configuration options, see [Configuration Management](#).

7. Click **Apply**.

Create a Person

In our integrated system, when a new person is created in Genesys Engage, this person is automatically reflected in Talkdesk. This seamless synchronization is facilitated by our connector, ensuring the data is consistently updated across both platforms. This eliminates the need for manual entry in Talkdesk.

Note: To streamline the configuration process, Agent groups can be created and assign the relevant agents to these groups. Follow the similar steps below to apply the configuration settings to the agent groups.

1. Login to **Genesys Configuration Manager**.
2. Go to **Configuration > Environment**.
3. Navigate to **Persons**.
4. Right-click on the **Persons** page.
5. Click **New > Person**.
6. Enter the below fields:
 - **General:** First name, Last name, Employee ID, E-Mail, User Name, and Password.
 - **Agent Info:** select the appropriate Default Place and AgentLogin ID(s).
 - **Annex:** set enabled to true within the **talkdesk** section to enable UserSync for a person. See [Pre-requisites](#).
7. Click **Apply**.
8. Click **OK**.

Result: New Person or Agent groups are created in the CME and is synchronized with Talkdesk.

Talkdesk: verify Person or Agent groups

1. Login to **Talkdesk**.
2. Navigate to **Admin** and click **Users**.
3. Use the search function to locate the user created in the Genesys Engage CME.

If the user appears in the search results, it indicates that the user has been successfully synchronized in Talkdesk.

Configure Agent Groups

Our system streamlines the configuration process by using agent groups instead of configuring each user individually.

1. Login to **Genesys Configuration Manager**.
2. Go to **Configuration > Environment**.
3. Navigate to **Agent Groups**.
4. Right-click on the **Agent Groups** page.
5. Click **New > Agent Group**.
6. Configure agent group with the below required options:

- **General options:** Name field (Required)
- **Annex options:** set `enabled` to `true` within the **talkdesk** section to enable UserSync for the Agent group. See [Prerequisites](#).

7. Select the agents you want to add to the group.
8. Click **Apply**.
9. Click **OK**.

Disable UserSync for a Person or Agent Group

Disable the person or agent group to revoke access to UserSync, rather than deleting. This allows you to re-enable the user in the future if needed.

1. Login to **Genesys Configuration Manager**.
2. Navigate to **Persons** or **Agent Groups**.
3. From the list, locate the person or a group you want to disable.
 - **Person:** Double-click on a person for a dialog window to appear.
 - **Agent Group:** Right click on the desired agent group and click Properties, to disable agent group.
4. Uncheck the **State Enabled** checkbox.

The screenshot shows a dialog box titled 'Hiri' with several tabs: Annex, Security, and Dependency. Under the 'Annex' tab, there are sub-tabs for General, Agent Info, Ranks, and Member Of. The 'General' sub-tab is active, showing fields for First, Last, Tenant, Employee ID, and E-Mail. Below these are sections for Internal Authentication (User Name, Enter Password, Re-enter Password) and External Authentication (External User ID). At the bottom, there are two checkboxes: 'State Enabled' (checked and highlighted with a red box) and 'Is Agent' (checked). Buttons for OK, Cancel, Apply, and Help are at the bottom.

5. Click **Apply**.
6. Click **OK**.

Result: UserSync is disabled for a Person or Agent Group.

Update or Delete a Person

1. Access the **Genesys Configuration Manager**.
2. Navigate to **Persons**.
3. Locate the user you want to update or delete.
4. Make the necessary updates to the person's information or proceed to delete.
5. Navigate to the **Annex** tab and set `enabled` to `false` within the **talkdesk** section. See [Prerequisites](#).
6. Click **Apply**.
7. Click **OK**.

Talkdesk: verify updates

1. Login to **Talkdesk**.
2. Navigate to **Admin** and click **Users**.
3. Search for the updated or deleted user.
4. Confirm the changes made in CME are reflected in Talkdesk, verifying the user's updated details or confirming their deletion.

4.1.3 Error Handling and Retry Mechanism

The Connector includes robust error handling and retry mechanisms. If an operation fails (e.g., due to Talkdesk downtime), the connector retries the operation multiple times with increasing delays.

For UserSync retry settings:

1. Login to **Genesys CME**.
2. Go to **Applications > Talkdesk > connector**
3. Click the **Options** tab.
4. Select `syncManager`.
5. Set the desired values and click **OK**.

For options, see Configuration Management > [Section: syncManager](#)

4.1.4 Bulk delete job

The connector runs a bulk delete job to remove stale users from Talkdesk that no longer exist in Genesys.

Configure `userCleanup` options to enable bulk delete periodically. For information, see [Configuration Management > Section: syncManager](#)

Schedule: The bulk delete job is scheduled to run at regular intervals.

Criteria: Users not found in Genesys and created by connector are marked for deletion.

Execution: The connector deletes the marked users to free up licenses.

4.2 SIP T-Server Event handling

The Event Service for Genesys monitors SIP T-Server events to determine which call segments should be streamed to Talkdesk Copilot.

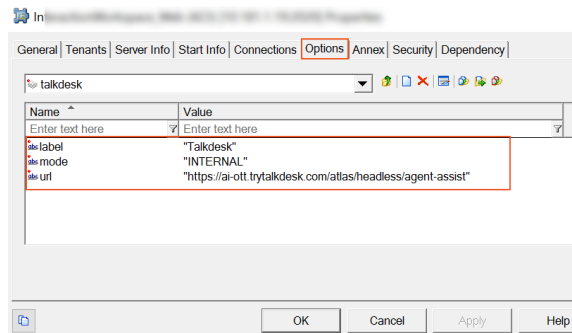
For configuration options, see Configuration Management > [Section: genesys.voiceSettings](#) and [Section: application](#) sections.

5 Genesys: set up Talkdesk tab in WWE

Follow these steps to configure Workspace Web Edition. Additionally, our product supports integration with various agent desktops that can load web content, offering flexibility beyond this setup method.

1. Log in to **Genesys Engage Configuration Manager**.
2. Go to **Configuration > Environment**.
3. Navigate to **Applications**.
4. Double-click on the desired Workspace Web Edition application.
5. Navigate to the **Options** tab.
6. Create a new section titled **talkdesk** with the following options:
 - **label:** Talkdesk
 - **mode:** INTERNAL
 - **url:** <https://ai-ott.trytalkdesk.com/atlas/headless/agent-assist>

Note: ai-ott is the Talkdesk account name and it varies based on the account name created.



7. Click **Apply**.
8. Navigate back to Sections and select interaction-workspace.
9. Create a new section:
 - Option Name: interaction.web-content
 - Option Value: talkdesk

For more information, see *Genesys Workspace Web Edition* documentation.

10. Click **OK**.

Note: Our connector requires Genesys Engage users to log in to Talkdesk before handling voice interactions. This ensures that once the agent is on queue, Talkdesk Copilot will appear in their Talkdesk tab within Genesys Workspace Web Edition.

6 Troubleshooting

6.1 Handling synchronization failures

1. If a person's update fails to synchronize with Talkdesk, the connector will automatically retry the update until it reaches the configured maximum retry count.
2. If a person is deleted in CME and the connector is down, Talkdesk will not receive the update. As a result, the user will retain access to features. To prevent this, the bulk delete job runs periodically based on the set time interval to ensure synchronization and cleanup of persons.

For information, see [Error Handling and Retry Mechanism](#).

6.2 Common Issues

- **Connection Issues:** Validate configuration values and ensure network connectivity.
- **Synchronization Errors:** Check error logs and retry operations if necessary.
- **Access Denied:** Ensure the connector has the required administrative privileges.

7 Appendix

7.1 Configuration Management

Section: application

Key	Default value	Data type	Description	Notes
eventListenOnlyMode	false	Boolean	Set to true to switch the connector to listen-only mode, where all CTI call events will be ignored.	NA
eventLoggingFilter	<code>^(?!TServer:(EventAttachedDataChanged EventLinkConnected)).*\$</code>	Regex pattern	Specify which events to log at the level defined by eventLoggingLevel.	The default value filters out the high frequently emitted SIP T-Server events: EventAttachedDataChanged & EventLinkConnected. Further events can be added based on requirement.
eventLoggingLevel	INFO	Log level	Specify the log level to determine where the event specified by the eventLoggingFilter will be logged.	N/A
genesysTenantId	101	Integer Default	Used by the code internally for processing requests to Genesys.	Update the TenantId based on the Genesys environment, as it may vary.
loggerLevelOverrides	[]	JSON Array	Use each logging configuration object in the array to alter the log levels of a specific package or a class.	<p>The default value of [] indicates no overrides.</p> <p>Sample value:</p> <pre>[{"logger":"","com.ttecdigital.gcti":"","level":"INFO","recursive":true}]</pre> <p>Parameters:</p> <ol style="list-style-type: none"> logger: Specifies the package, class, or format. Example: com.ttecdigital, com.ttecdigital.service etc.

Key	Default value	Data type	Description	Notes
				<p>2. level: Defines the log level.</p> <p>3. recursive: Determines whether the log level change should apply to all classes that start with the format specified by the logger attribute. Data type is Boolean.</p>
pub-SubConfig	<pre>{ "redis-ClusterSupportEnabled":false, "redisHost":"<redis host>", "redisPort":<redis port>, "redisTopic":"<redis topic name>" }</pre>	JSON Object	Specifies the configuration for connections to Redis cluster.	<ul style="list-style-type: none"> • redisClusterSupportEnabled: Set to true if redis is deployed as a cluster, set to false if deployed as a single instance. • redisHost: redis host • redisPort: redis port • redisTopic: The topic to which messages are published. This must match the topic that MediaGateway listens. <p>Note: Ensure to update the placeholder values according to your deployment environment.</p>
pub-SubEnabled	true	Boolean	Specifies whether to enable/disable pubSub.	If disabled, CTI call events processed by the connector will not be published to Redis, which may impact functionality.
sipSessionKey	<SIP session key>	String	Specify the key name for SIP sessionId to search for in userdata.	The routing engine adds a key with a SIP sessionId value to the call userdata. The key is published to Redis, where the MediaGateway later uses it to correlate the audio stream, with the streaming signal.

Section: `genesys.voiceSettings`

Key	Default value	Data type	Description	Notes
<code>registrationRules</code>	<pre>[{ "enabled":true, "description":"Monitor all agent DNS", "filter": "^.*\$", "configObjectTypes": ["CFGDN"], "dnTypes": ["CFGExtension"]}]</pre>	JSON Array	Each object represents a rule that defines the type of DN and specifies whether it must be registered, based on a regex pattern.	<ul style="list-style-type: none"> • enabled: filter status. • description: Provide a brief description of the filter's purpose. • filter: DN name regex pattern. • configObjectTypes: the object type to which the rule applies. • dnType: the DN type to which the rule applies. Note: Default value instructs the connector to register all agent extensions. Rules can be modified as per requirements.
<code>requestDelayMillis</code>	0	Integer	Delay (in milliseconds) in between each registration request sent to the SIP Server.	Adjust the value to prevent overloading the SIP server with registration requests. Increasing the value may lengthen the overall registration process. Suggested range : 0 - 1000
<code>requestThreadPoolSize</code>	3	Integer	Number of threads in the thread pool used for registrations.	Adjust the value to increase or decrease the number of threads in the pool. Increasing the value may overload the SIP Server with too many registration requests. Suggested range : 1 - 3
<code>requestThreadPoolTimeout</code>	300	Integer	The maximum time (in seconds) that idle threads in threadpool waits for new tasks before terminating.	NA
<code>requestTimeoutMillis</code>	30000	Integer	Timeout (in milliseconds) for DN registration requests.	Adjust the value to wait for the SIP server to respond. Adding a low value may lead to errors. Suggested range : 5000 - 30000

Section: jsonata.scripts

Key	Default value	Data type	Description	Notes
call_context_resolver	{ "description":"Resolve the Talkdesk call context based on a Genesys EventEstablished event", "encoded": true, "script":"<JSONata script>" }	JSON Object	Contains the JSONata script and related metadata.	<ul style="list-style-type: none"> • description: A brief overview of the script's purpose. • encoded: Indicates whether the script content is Base64 encoded. • script: the actual JSONata script, can be either plain text or Base64 encoded, depending on the encoded attribute's value. Note: Replace the placeholder with the actual JSONata script.

Section: syncManager

key	Default value	Data type	Description	Notes
maxRetryCount	60	Integer	Maximum number of retries for a failing operation.	Adjust the value as required to retry until the operation succeeds. Suggested range: 60 - 100
retryDelayInSecs	10	Integer	Initial delay (in seconds) for performing a retry on a failed operation.	Suggested range: 10 - 30
retryMaxDelayInSecs	60	Integer	Maximum retry delay for scheduling a failed operation.	Suggested range: 30 - 60
schedulerIntervalInMillis	500	Integer	Frequency at which jobs get picked up from the queue for execution.	Suggested range: 300 - 1000
schedulerQueueDepth	5000	Integer	Job queue's capacity.	Suggested range: 5000 - 10000 Increase the value if the agent counter is higher.
tdaicExtId	tdaic	String	A string constant is used to identify if the Talkdesk user is created by the connector.	Important: Ensure not to change the value once it is set.
userCleanupInitialDelayInSecs	600	Integer	Initial delay or wait time (in seconds) before triggering a Talkdesk user cleanup job.	Set to a higher value to ensure cleanup starts only after all the agents are synced during start-up.

key	Default value	Data type	Description	Notes
				Suggested range: 600 - 1000
userCleanupIntervalInSecs	3600	Integer	Frequency (in seconds) at which Talkdesk user cleanup job is executed.	Set to a higher value since the cleanup is not required to run often. Suggested range: 3600 - 86400

Section: talkdesk

Key	Default value	Data type	Description	Notes
accountId	NA	String	Send the Talkdesk accountId to Media Gateway.	This value can be retrieved from the Talkdesk account. The accountId is available with the Talkdesk subscription.
callContextKey	queueNames	String	Key for sending ring group/queue name values to Media Gateway.	No change required.
callContextScript	call_context_resolver	String	Name of the JSONata script object that is to be executed for resolving the call context.	No change required.
clientId	NA	String	Talkdesk OAuth clientId is required to retrieve the token from Talkdesk along with clientSecret.	OAuth clientId can be created using the Talkdesk UI. Update the generated clientId and clientSecret in the configuration. For steps to create and retrieve the strings, see Configure OAuth credentials .
clientSecret	NA	String	Talkdesk OAuth client	OAuth cli-

Key	Default value	Data type	Description	Notes
			secret is required to retrieve the token from Talkdesk along with clientId.	entId can be created using the Talkdesk UI. Update the generated clientId and clientSecret in the configuration. For steps to create and retrieve the strings, see Configure OAuth credentials .
createUserDelayInMillis	500	Integer	The retry delay (in milliseconds) for createUser API in response to a 401 / 429 error.	Suggested range: 250 - 500
createUserErrorThresholdInMillis	3000	Integer	The error threshold (in milliseconds) for createUser API execution. If the response time exceeds the threshold, the timer logs an error.	Adjust the value based on the Talkdesk API's average response times. Suggested range: 3000-5000
createUserWarnThresholdInMillis	1000	Integer	The warn threshold (in milliseconds) for createUser API execution. If the response time exceeds this threshold, the timer logs a warning.	Adjust the value based on the Talkdesk API's average response times. Suggested range: 1000-3000
deleteUserDelayInMillis	500	Integer	The retry delay (in milliseconds) for deleteUser API in response to a 401 / 429 error.	Adjust the based on the Talkdesk API's average response times. Suggested range: 250 - 500

Key	Default value	Data type	Description	Notes
deleteUser-ErrorThresholdInMillis	3000	Integer	The error threshold (in milliseconds) for deleteUser API execution. If the response time exceeds this threshold, the timer logs an error.	Adjust the value based on the Talkdesk API's average response times. Suggested range: 3000-5000
deleteUserWarnThresholdInMillis	1000	Integer	The warn threshold (in milliseconds) for deleteUser API execution. If the response time exceeds this threshold, the timer logs a warning.	Adjust the based on the Talkdesk API's average response times. Suggested range: 1000-3000
getAllUsersDelayInMillis	500	Integer	The retry delay (in milliseconds) for getAllUsers API in response to a 401 / 429 error.	Adjust the value based on the Talkdesk API's average response times. Suggested range: 250 - 500
getAllUsersErrorThresholdInMillis	5000	Integer	The error threshold (in milliseconds) for getAllUsers API execution. If the response time exceeds this threshold, the timer logs an error.	Adjust the based on the Talkdesk API's average response times. Suggested range: 5000-8000
getAllUsersWarnThresholdInMillis	3000	Integer	The warn threshold (in milliseconds) for getAllUsers API execution. If the response time exceeds	Adjust the value based on the Talkdesk API's average response times. Suggested range: 3000-

Key	Default value	Data type	Description	Notes
			this threshold, the timer logs a warning.	5000
numOfRetries	2	Integer	Number of immediate retries to perform in response to a 401 / 429 error from Talkdesk API.	Suggested range: 1-2
timeoutInMillis	10000	Integer	Timeout (in milliseconds) for the Talkdesk API.	Configured the value considering the warn/error thresholds. Suggested range: 5000-10000
tokenExpiresInSecs	86400	Integer	Set the time to live (in seconds) for the generated OAuth token. This value is included as a parameter in the request to retrieve OAuth token.	Suggested range: 86400-2592000
tokenUri	https://{talkdesk-account-name}.talkdeskid.com/oauth/token	URI (String)	Talkdesk API URI for retrieving OAuth token.	Replace the {} placeholder with the Talkdesk account name.
updateUserDelayInMillis	500	Integer	The retry delay (in milliseconds) for updateUser API in response to a 401 / 429 error.	Suggested range: 250 - 500
updateUserErrorThresholdInMillis	3000	Integer	The error threshold (in milliseconds) is for updateUser API execution. If the response time exceeds this threshold, the timer	Adjust the value based on the Talkdesk API's average response times. Suggested range: 3000-5000

Key	Default value	Data type	Description	Notes
			logs an error.	
updateUserWarnThresholdInMillis	1000	Integer	The warn threshold(in milliseconds) is for updateUser API execution. If the response time exceeds this threshold, the timer logs a warning.	Adjust the value based on the Talkdesk API's average response times. Suggested range: 1000-3000
usersScimUri	https://api.talkdeskapp.com/scim/v2/Users	URI (String)	Talkdesk API URI for performing CRUD operations on users.	NA

7.2 Application configurations

Key	Default value	Description	Notes
server.servlet.contextPath	/gcti-adapter	Context path for support controllers used for debugging	The value serves as the context path in API requests to support controllers. Value: default.
server.port	8080	Port number for Jetty container.	The value is the port number for the underlying Jetty container. Value: default
genesys.application.name	<App name>	Application name created in Genesys using the template provided. See Configure a new Application	The value is used by GCTI to connect to Genesys Config Server and read config options. Include this property as an environment variable based on the application name configured in Genesys.
genesys.application.type	CFGThirdPartyServer	Type of the application created in Genesys using the template provided. See Configure a new Application .	The value is used by GCTI to connect to Genesys Config Server and read config options. Value: default
genesys.cme.executor.maxQueueSize	5000	Maximum size of the queue for ThreadPoolExecutor	Adjust the value for the Threadpool to enqueue more tasks and can be

Key	Default value	Description	Notes
		for submitting Config Server requests.	left as it is.
genesys.cme.request.timeout	60000	Timeout value (in millis) for Config Server requests.	The value is the timeout provided as part of Config Server requests. Value: default
genesys.cme.server.addp.enabled	true	Boolean to instruct whether to enable/disable ADDP.	The value is used in connection configuration for Genesys Configuration Server. Value: default
genesys.cme.server.addp.client.timeout	20	Client side timeout for ADDP.	The value is used in connection configuration for Genesys Configuration Server. Value: default
genesys.cme.server.addp.server.timeout	30	Server side timeout for ADDP.	The value is used in connection configuration for Genesys Configuration Server. Value: default
genesys.cme.primary.endpoint.host	{Cfg Primary Host}	Cfg server primary host name used for connecting to Genesys Config Server.	Include this property as an environment variable.
genesys.cme.primary.endpoint.port	{Cfg Primary Port}	Cfg server primary port used for connecting to Genesys Config Server.	Include this property as an environment variable.
genesys.cme.backup.endpoint.host	{Cfg Backup Host}	Cfg server backup host name used for connecting to Genesys Config Server.	Include this property as an environment variable.

8 Acronyms

Acronym	Description
WWE	Workspace Web Edition
CME	Configuration Manager
GE	Genesys Engage
CRUD	Create, Read, Update, and Delete
ADDP	Advanced Disconnect Detection Protocol
SCIM	System for Cross-domain Identity Management

9 Revision history

Date	Version	Description
August 14, 2024	1.0	Creation of the document.