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Outbound Contact Expert Deployment Guide

Configuration Options

Configuration Options

OCX configuration file is a Yaml file with OCX settings. You need to edit the file manually after OCX is deployed and before OCX is started (or restarted). Below table contains the sample configuration options for your reference.

Section	Sub-section	Option	Example Value	Description
common		port	3000	TCP port where OCX HTTP will listen for incoming browser connections
common		host	127.0.0.1	Specifies the listening host of OCX. Optional, when set to 127.0.0.1, limits OCX to accept HTTP connections on localhost only
common		environmentId	0000000-1111-2222-3333-444444444444	GWS Environment ID as configured in GWS Services for the given configuration server
common		tenantName	Environment	Name of the default Tenant on the configuration server that OCX should operate with
common		enableStrictTransportSecurity	false	Force redirect to HTTPS for OCX (enable HSTS Headers). Important Reserved for future use.
common	jwt	tokenTTL	1h	JWT Token TTL (auto-logout timeout)
common	jwt	secret	12345678123456781234567812345678	JWT Secret, generated by the provisioning tool within GWS services
common	db	oracleConfigDir	'/usr/lib/oracle/8/	Path to the

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			server/network/admin'	<p>tnsnames.ora file, which will be used by OCX to connect to Oracle using the service name provided in the Database Access Point. If this configuration option is not set, OCX will attempt to read this path from the environment variable TNS_ADMIN.</p> <div style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p>Important This option is Oracle-specific and can be omitted for other DBMS types.</p> </div>
common		extraCaCerts	'/etc/pki/tls/certs/ca-bundle.crt'	<p>Specifies a file with additional CA certificates to trust, passed to Node.js via NODE_EXTRA_CA_CERTS, for validating TLS connections.</p> <p>To prepare a certificate bundle for use with common.extraCaCerts, concatenate all required PEM-encoded CA certificates into a single .pem file: “cat rootCA.pem intermediateCA.pem > extra-certs.pem” Use the resulting extra-certs.pem(absolute path) as the value for this option.</p>
common		inactivityTimeout	900	<p>Automatically logs users out after a period of inactivity to protect sensitive data and ensure session security. Default value 900 seconds (15 minutes). The maximum value is 10 hours; values exceeding 10</p>

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				hours are automatically set to 10 hours.
log		level	'info'	Log level output
log		useFile	true	Write logs on filesystem or in console only
log		path	'/mnt/logs/ocx'	Directory path where OCX logs should be stored
log		fileName	'ocx.log'	OCX log file name
log		useRotating	true	Enables or disables OCX logs rotation
log		interval	'1d'	Log rotation interval
log		size	'100MB'	Log file segment size
services	platform	host	http://ocx.gws.genesys.com	<p>gws-service-platform host; must include protocol (http:// or https://)</p> <p>Important This configuration option should be used with GWS which packs Configuration Service and OCS Service into a single Platform service, Example: GWS 8.6.</p>
services	platform	port	80	<p>gws-service-platform; listener port for OCX to connect with.</p> <p>Important This configuration option should be used with GWS which packs Configuration Service and OCS Service into a single Platform service, Example: GWS 8.6.</p>
services	config	host	http://ocx.gws.genesys.com	<p>gws-service-configuration host; must include protocol (http:// or https://)</p>

Section	Sub-section	Option	Example Value	Description
				<p>https://)</p> <p>Important This configuration option should be used with GWS which has separate Configuration Service and OCS Service. Example: GWS 9.x.</p>
services	config	port	80	<p>gws-service-configuration listener port for OCX to connect with.</p> <p>Important This configuration option should be used with GWS which has separate Configuration Service and OCS Service. Example: GWS 9.x.</p>
services	ocs	host	http://ocx.gws.genesys.com	<p>gws-service-ocs host; must include protocol (http:// or https://)</p> <p>Important This configuration option should be used with GWS which has separate Configuration Service and OCS Service. Example: GWS 9.x.</p>
services	ocs	port	80	<p>gws-service-ocs listener port for OCX to connect with.</p> <p>Important This configuration option should be used with GWS which has separate Configuration Service and OCS Service. Example: GWS 9.x.</p>
env		Option name is user-defined, depending on the		Allows setting additional environment

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Section	Sub-section	Option	Example Value	Description
		name of the environment variable to be set, for example, NODE_OPTIONS		variables for services (e.g., NODE_OPTIONS). Empty by default.