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Composer Help

Set Agent State Block

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Set Agent State Block

Introduced in 8.1.440.18, this block is applicable for workflow diagrams only. Use this block to dynamically manage agent resource states via [ESP methods](#). Using this block, you can:

- Set an agent Do Not Disturb (DND) state (on/off) for an agent based on their Agent ID or Place ID.
- Set an agent media state (ready/not ready) based on Agent ID, Place ID, and Media Type.
- Force agent logout (printable or result) based on Agent ID and Place ID.

For background information on these states, refer to the [Universal Routing 8.1 Business Process User Guide](#), section Workforce and Resource Management.

The Set Agent State block has the following properties:

Name Property

This is the block name in the diagram. Find this property's details under [Common Properties for Workflow Blocks](#).

Block Notes Property

Find this property's details under [Common Properties for Workflow Blocks](#).

Exceptions Property

Find this property's details under [Common Properties for Workflow Blocks](#). There are no default exceptions for this block.

Condition Property

Find this property's details under [Common Properties for Workflow Blocks](#).

Logging Details Property

Find this property's details under [Common Properties for Workflow Blocks](#).

Log Level Property

Find this property's details under [Common Properties for Workflow Blocks](#).

Agent Property

This property is mandatory if the Place property is not configured. Specify the agent (CfgPerson) in Configuration Server whose state is to be changed.

1. Click the ... under **Value**.
2. In the dialog box under **Type**, do one of the following:
 - Select **Configuration Server**. If [connected to Configuration Server](#), you can then select an AgentEmployeeid under **Value**.
 - Select **Literal** and manually enter the AgentEmployeeid.
 - Select the variable that contains the AgentEmployeeid.

Interaction Server Property

Select the Interaction Server Application Object (InteractionServerAppName). This property is mandatory if the Agent property is not configured. Specify the Place in Configuration Server whose state is to be changed.

1. Click the ... under **Value**.
2. In the dialog box under **Type**, do one of the following:
 - Select **Configuration Server**. If [connected to Configuration Server](#), you can then select an Interaction Server under **Value**.*
 - Select **Literal** and manually enter the Interaction Server name.
 - Select the variable that contains the Interaction Server name.

Method Property

Enter the name of the agent method to be invoked.

1. Click the ... under **Value**.
2. Select one of the following: SetAgentDNDState, SetAgentMediaState, or ForceLogout. Or select the variable that contains one of these methods.

Parameters Property

Specify the list of input parameters (auto-populated based on method type).

1. Click ... under **Value** to open a dialog box.
2. Click **Add** in the dialog box.
3. Select the **State**. If the method is SetAgentDNDState, select **on** or **off**. If the method is SelectAgentMediaState, select **ready** or **notready**. If the method is ForceLogout, select **printable** or **result**. For ForceLogout, the State parameter is unavailable.
4. Click **Add** again.
5. Add parameter 1 name and value. Use the parameter information in the links below.
6. Click **Add** again to define parameter 2.
7. Continue defining parameters in this fashion and click **OK** when finished.

[+] SetAgentDNDState

Use the Set Agent DND State method to turn the Agent's DND status on or off. If this is set to on, all of the agent's media that are controlled by Interaction Server will be reported as not accepting any interactions. If it is set to off, reported media status will be based on agent capacity rules. The State parameter is required for setting the Agent's DND state.

Method SetAgentDNDState

Parameters

- 'Place' – specifies name of the place to change DND state on
- 'Agent' – specifies agent employee id to change DND state; one of the 'Place' or 'Agent' has to be specified
- 'Tenant' – Specifies tenant identifier; the tenant will be inferred from the tenant identifier of the strategy that invokes the service. For multitenant clients, tenant identifier is mandatory.
- 'State' – specifies desired state; 1 – DND on, 0 – DND off

Limitations on method parameters

Parameter	Scope	Type	Required	Explanation
Tenant	Any tenant id, associated with this IxnServer	String or Int	Yes	tenant id
Place	Any string corresponding to place_id belonging to the specified tenant	String	If absent or empty, the place is inferred from agent id	place id
Agent	Any string corresponding to agent_id belonging to the specified tenant	String	If absent or empty ==> agent=anonymous	agent id
State	Ready or Not ready	String or Int	Yes	0=DNDOff 1=DNDOn

Set Agent State Block

Error Codes

Error Code	Description
106	Invalid request
201	Missing parameter <name>
206	Unknown tenant
213	Invalid type of <parameter name>
218	Unknown value of parameter 'State'
229	Neither 'Place' nor 'Agent' is specified in the request
230	This agent is not logged in
501	Place not found
502	Place disabled
503	Place busy
505	Agent disabled
507	Place not occupied
508	Place not occupied by specified agent
509	Place not occupied by anonymous
516	DND already on
517	DND already off

[+] SetAgentMediaState

Use the Set Agent Media State method to change the state of the specified media to which the agent is logged on (if it is controlled by Interaction Server). If the media are set to Not Ready, it will be reported as not accepting any interactions. If the media are set to Ready, the status of the media will be reported based on agent capacity rules. The Media Type parameter is required for setting the Agent's media state. Select the media type from the predefined list.

Method **SetAgentMediaState**

Parameters

- 'Place' – specifies name of the place to change media state on
- 'Agent' – specifies agent employee id to change media state; one of the 'Place' or 'Agent' has to be specified
- 'Tenant' – TBD, specifies tenant identifier; the tenant will be inferred from the tenant identifier of the strategy that invokes the service. For multitenant clients, tenant identifier is mandatory.
- 'MediaType' – specifies name of the media to change state
- 'State' – specifies desired state; 1 – ready, 0 – not ready

Limitations on method parameters

Parameter	Scope	Type	Required	Explanation
Tenant	any tenant id, associated with this IxnServer	String or Int	Yes	tenant id
Place	Any string corresponding to place_id belonging to the specified tenant	String	If absent or empty, the place is inferred from agent id.	place id
Agent	Any string corresponding to agent_id belonging to the specified tenant	String	If absent or empty ==> agent=any agent id, otherwise required	agent id
State	Ready or Not ready	String or Int	Yes	0=not ready, 1=ready
MediaType	any media loaded on the specified place	String	Yes	Media to be "ready"/"not ready"

Error Codes

Error Code	Description
106	Invalid request

201	Missing parameter <name>
206	Unknown tenant
213	Invalid type of <parameter name>
218	Unknown value of parameter 'State'
229	Neither 'Place' nor 'Agent' is specified in the request
230	This agent is not logged in
501	Place not found
502	Place disabled
503	Place busy
505	Agent disabled
507	Place not occupied
508	Place not occupied by specified agent
509	Place not occupied by anonymous
514	Agent does not have the media
518	Agent is already ready for media
519	Agent is already not ready for media

[+] ForceLogout

Use the Force Logout method to log out a Place or an Agent from all media that are controlled by Interaction Server. When this is done, the reported agent state will not contain any media that are supported by Interaction Server. There are no required parameters.

Method **ForceLogout**

Parameters

- 'Place' – specifies name of the place to be logged out
- 'Agent' – specifies agent employee id to be logged out; one of the 'Place' or 'Agent' has to be specified
- 'Tenant' – Specifies tenant identifier; the tenant will be inferred from the tenant identifier of the strategy that invokes the service. For multitenant clients, tenant identifier is mandatory.

Limitations on method parameters

Parameter	Scope	Type	Required	Explanation
Tenant	any tenant id, associated with this IxnServer	String or Int	Yes	tenant id
Place	any string corresponding to place_id belonging to the specified tenant	String	If absent or empty, the place is inferred from agent id.	place id
Agent	any string corresponding to agent_id belonging to the specified tenant	String	If absent or empty ==> agent=anonymous, otherwise	agent id

4.2.1.3. Error Codes

Error Code	Description
106	Invalid request
201	Missing parameter <name>
206	Unknown tenant
213	Invalid type of <parameter name>
218	Unknown value of parameter 'State'
229	Neither 'Place' nor 'Agent' is specified in the request
230	This agent is not logged in
501	Place not found

502	Place disabled
503	Place busy
505	Agent disabled
507	Place not occupied
508	Place not occupied by specified agent
509	Place not occupied by anonymous

Place Property

This property is mandatory if the Agent property is not configured. Specify the Place where the state is to be changed.

1. Click the ... under **Value**.
2. In the dialog box under **Type**, do one of the following:
 - Select **Configuration Server**. If **connected to Configuration Server**, you can then select a PPlaceName under **Value**.*
 - Select **Literal** and manually enter the PPlaceName.
 - Select the variable that contains the PPlaceName.

Tenant Property

Specify the Tenant DBID from Configuration Server (mandatory).

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new **ORS Extensions** property.

Enable Status Property

Find this property's details under [Common Properties for Workflow Blocks](#).