eServices Administrator's Guide

Classification of Events in Event Logger

5/6/2025

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The logger functionality classifies reporting events in two ways:

- By activity type—that is, whether the activity refers to an interaction, an agent, an ESP server, or is of a custom type. The database contains tables for each type: interaction activity is stored in `rpt_interaction`, agent activity is stored in `rpt_agent`, and ESP server activity is stored in `rpt_esp`. Custom activity can be stored in `rpt_interaction`, `rpt_agent`, or `rpt_custom`, depending on the configuration in the `custom-events` section of the Event Logger DAP.

- By endpoint type—that is, whether that interaction is being transmitted to a queue, strategy, agent, or ESP service. You can filter out events according to endpoint type. A few events do not have an endpoint type; you cannot filter these events.

The following table lists the events and their classifications.

Event	Activity	Endpoint
EventPropertiesChanged	Interaction	-
EventPartyAdded	Interaction	Agent, Strategy
EventPartyRemoved	Interaction	Agent, Strategy
EventRevoked	Interaction	Agent
EventInteractionSubmited	Interaction	-
EventProcessingStopped	Interaction	-
EventHeld	Interaction	-
EventResumed	Interaction	-
EventPlacedInQueue	Interaction	Queue
EventPlacedInWorkbin	Interaction	Queue
EventAgentInvited	Interaction	Agent
EventRejected	Interaction	Agent
EventTakenFromQueue	Interaction	Queue
EventTakenFromWorkbin	Interaction	Queue
EventAgentLogin	Agent	Agent State
EventAgentLogout	Agent	Agent State
EventDoNotDisturbOn	Agent	Agent State
EventDoNotDisturbOff	Agent	Agent State
EventMediaAdded	Agent	Agent State
EventMediaRemoved	Agent	Agent State
EventNotReadyForMedia	Agent	Agent State
EventReadyForMedia	Agent	Agent State
EventAgentStateReasonChanged	Agent	Agent State
EventMediaStateReasonChanged	Agent	Agent State

Event	Activity	Endpoint
EventExternalServiceRequested	ESP Server	ESP Server
EventExternalServiceResponded	ESP Server	ESP Server
EventCustomReporting	Interaction, Agent, or Custom	-