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eServices Interaction Properties Reference Manual

System Properties

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System Properties

System properties must not be changed, with the two exceptions listed in the [Three Types of Interaction Property](#) table. You can use these properties on the Condition, Order, and Segmentation tabs of Views in Business Processes, except that properties with Timestamp data type cannot be used on the Segmentation tab.

This table lists the following about system properties:

- Property name as it appears in protocol messages
- Field name in the interactions table, if the property is stored as an independent field
- Data type
- Short description

Name	Name in Interactions Table	Type	Description
AbandonedAt	abandoned_at	Timestamp	Date and time that the media server set the IsOnline attribute to 0. Simplifies calculation of some statistics. If the interaction is still online, this attribute is not set.
DeliveredAt	delivered_at	Timestamp	Date and time that the interaction was first offered to the agent
ExternalId	external_id	String	External interaction identifier (examples: chat session ID, e-mail mime ID)
FlexibleProperties	flexible_properties	Binary	Stores attached data and most business properties (see Business Properties).
InQueues	destinations	String	Suggested destinations for the interaction (if provided by URS)
InteractionId	id	String	Record identifier
InteractionState	state	Integer	0 = queued 1 = cached 2 = being processed by URS 3 = being handled by agent

Name	Name in Interactions Table	Type	Description
InteractionSubtype	subtype	String	Defined as Business Attribute in Configuration Server
InteractionType	type	String	Defined as Business Attribute in Configuration Server
IsLocked	is_locked	Integer	0 = unlocked 1 = locked
IsOnline	is_online	Integer	0 = offline 1 = online This property applies to any media type (for e-mail, the value is always 0).
MediaType	media_type	String	Defined as Business Attribute in Configuration Server
MovedToQueueAt	moved_to_queue_at	Timestamp	Date and time that the interaction was first moved to a queue. If the interaction leaves the queue, then returns to it, the value of this property remains the same; that is, it shows the earliest time that the interaction entered the queue, without regard for later entry to or exit from the queue.
OutQueues	destinations	String	Suggested destinations for reply
ParentId	parent_id	String	Identifier of the parent interaction in the UCS database
PlacedInQueueAt	placed_in_queue_at	Timestamp	Date and time that the interaction was placed in the current queue, regardless of whether the interaction was in this queue previously
PlaceInQueueSeq	place_in_queue_seq	Integer	Event sequence number, denoting the chronological order of the last EventPlacedInQueue (for the interaction)

Name	Name in Interactions Table	Type	Description
Queue	queue	String	Name of the queue that the interaction is in
ReceivedAt	received_at	Timestamp	Date and time that the media server received the interaction. If not provided by media server, date and time of submission to Interaction Server (same as SubmittedAt).
ScheduledAt	scheduled_at	Timestamp	Date and time before which the interaction must not be processed. See “Setting the ScheduledAt Property” in the “Creating Business Process Objects” chapter of the Universal Routing 8.1 Business Process User's Guide .
SubmittedAt	submitted_at	Timestamp	Date and time that the interaction was submitted to Interaction Server
SubmittedBy	submitted_by	String	Name of the client application that submitted the interaction
SubmitSeq	submit_seq	Integer	Event sequence number, denoting the chronological order of EventInteractionSubmitted (for the interaction)
TenantId	tenant_id	Integer	Tenant associated with the interaction
Workbin	workbin	String	Indicates that interaction is in a workbin
WorkbinAgentGroupId	agent_group_id	String	One of four properties specifying the ID and type of the workbin that the interaction is in. Only one of the four properties is present.
WorkbinAgentId	agent_id	String	See WorkbinAgentGroupId.
WorkbinPlaceGroupId	place_group_id	String	See WorkbinAgentGroupId.

Name	Name in Interactions Table	Type	Description
WorkbinPlaceId	place_id	String	See WorkbinAgentGroupId.
AbandonedAt	abandoned_at	Timestamp	Date and time that the media server set the IsOnline attribute to 0. Simplifies calculation of some statistics. If the interaction is still online, this attribute is not set.
HeldAt	held_at	Timestamp	Time and date, set by Interaction Server, that the interaction was put on hold.
CompletedAt	completed_at	Timestamp	Date and time, set by Interaction Server, that the interaction was first placed into one of the queue specified in the Interaction Server completed-queues option.
AssignedAt	assigned_at	Timestamp	Date and time, set by Interaction Server, that the interaction was last delivered to the resource.
AssignedTo	assigned_to	String	Employee ID of the agent to whom the interaction was last delivered. If the agent is anonymous, concat('@',place name) is used instead.