eServices Interaction Properties Reference Manual

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Genesys eServices interactions have a number of properties that take the form of key-value pairs. This document lists these properties and provides some information about them, including whether it is safe to change them.

Since you can set up your eServices system to change some of these properties as the interaction moves through the system, it is particularly important to know that some properties are safe to change and others are not. For example, you can change interaction properties by using the `Update`, `UpdateBusinessData`, and `UpdateInteractionData` functions in a routing strategy. But you should be very careful when considering using these functions to change any interaction property.

There are three types of properties that can be defined in terms of the following two characteristics

- Whether they exist as independent fields in the `interactions` table. If they do, you can refer to them when defining conditions, orders, and segments in Views in Business Processes.

- Whether they are used by Genesys media servers.

The following table summarizes this classification and specifies whether it is safe for users to change the properties.

Important

When this document says that you must not change an interaction property, that means that you must not change the value of existing properties *and* that you must not create a new object with this name.

Three Types of Interaction Property

Type	Independent Field	Used by Genesys Media Server	Change OK
System	Yes	No	No, except `ExternalID` and `ParentID`
Business	Mostly no; see below	Yes	OK if not used by media server
Custom	No	No	Yes

Here is further information on these three property types:

- System properties. These are maintained solely by Interaction Server, as independent fields in the `interactions` table. The user cannot change them, with the two exceptions listed in the preceding table. The definition of conditions, orders, and segments in Views can refer to them. Examples:`InteractionID, MediaType.`

- Business properties. The values of these are set by media servers (including both Genesys and custom media servers), and these properties may be used by the media servers at later points in processing. Therefore you must not change the ones that are used by any media server in your solution. Some are stored as independent fields in the interactions table but most are stored in the `FlexibleProperties` field. The definition of conditions, orders, and segments in Views can refer to `ServiceObjective` and `Priority,` which are the only ones that are stored as independent fields. They can also refer to the other Business properties if you create custom fields that correspond to them.

  Business properties contrast with business attributes, which are objects in the configuration database.

- Custom properties. These exist only if you define them. Media servers do not use them. The definition of conditions and orders in Views can refer to them.

Important

In setting conditions for Views and snapshots, besides directly using some interaction properties types, you can also use a set of functions called Translations. These provide database manipulation tools that are independent of the underlying database.

Interaction properties show up in several places:

- Interaction Server logs show all of them.

- Some IRD objects (for example, `UpdateBusinessData`) use them as parameters and display them in drop-down lists.