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Genesys Administrator Extension Developer's Guide

Genesys Administrator 9.0.0

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Genesys Administrator Extension Developer's Guide

Important

You must read the [Usage Guidelines](#) before referring to any information contained in this document.

This guide will help you to develop components for use with Genesys Administrator Extension.

Authoring Solution Definitions

This chapter explains the concepts and procedures for authoring a solution definition.

[Authoring Solution Definitions](#)

Usage Guidelines

Important

The following terms and conditions are subject to change without notice.

The Genesys developer materials outlined in this document are intended to be used for the following purposes:

- Creation of plug-ins to administer/manage aspects of a deployment associated with Genesys software implementations.
- Simplification/unification of user interfaces which integrate with Genesys software and third-party software.

The Genesys software functions available for development are clearly documented. No undocumented functionality is to be utilized without the express written consent of Genesys.

The following Use Conditions apply in all cases for developers employing the Genesys developer materials outlined in this document:

1. Possession of interface documentation does not imply a right to use by a third party. Genesys conditions for use, as outlined below or in the Genesys Developer Program Guide, must be met.
2. This interface shall not be used unless the developer is a member in good standing of the Genesys Interacts program or has a valid Master Software License and Services Agreement with Genesys.
3. A developer shall not be entitled to use any licenses granted hereunder unless the developer's organization has met or obtained all prerequisite licensing and software as set out by Genesys.
4. A developer shall not be entitled to use any licenses granted hereunder if the developer's organization is delinquent in any payments or amounts owed to Genesys.
5. A developer shall not use the Genesys developer materials outlined in this document for any general application development purposes that are not associated with the above-mentioned intended purposes for the use of the Genesys developer materials outlined in this document.
6. A developer shall disclose the developer materials outlined in this document only to those employees who have a direct need to create, debug, and/or test one or more participant-specific objects and/or software files that access, communicate, or interoperate with the Genesys API.
7. The developed works and Genesys software running in conjunction with one another (hereinafter referred to together as the "integrated solutions") should not compromise data integrity. For example, if both the Genesys software and the integrated solutions can modify the same data, then modifications by either product must not circumvent the other product's data integrity rules. In addition, the integration should not cause duplicate copies of data to exist in both participant and Genesys databases, unless it can be assured that data modifications propagate all copies within the time required by typical users.
8. The integrated solutions shall not compromise data or application security, access, or visibility restrictions that are enforced by either the Genesys software or the developed works.
9. The integrated solutions shall conform to design and implementation guidelines and restrictions

described in the Genesys Developer Program Guide and Genesys software documentation. For example:

- The integration must use only published interfaces to access Genesys data.
- The integration shall not modify data in Genesys database tables directly using SQL.
- The integration shall not introduce database triggers or stored procedures that operate on Genesys database tables.

Any schema extension to Genesys database tables must be carried out using Genesys Developer software through documented methods and features.

The Genesys developer materials outlined in this document are not intended to be used for the creation of any product with functionality comparable to any Genesys products, including products similar or substantially similar to current Genesys general-availability, beta, and announced products.

Any attempt to use the Genesys developer materials outlined in this document or any Genesys Developer software contrary to this clause shall be deemed a material breach with immediate termination of this addendum, and Genesys shall be entitled to seek to protect its interests, including but not limited to, preliminary and permanent injunctive relief, as well as money damages.

Authoring Solution Definitions

A solution definition file (also called a solution package definition, or SPD) is an XML file that describes what is being deployed and how the deployment is to be executed, as well as any necessary pre- and post-installation procedures.

This page helps you to author your first SPD file to use with Genesys Administrator Extension.

Authoring an SPD File

Create a new SPD file.

Launch a text or XML editor, open a new document, and add the following header lines: **[+] Click here to reveal code**

```
<?xml version="1.0" encoding="utf-8"?>
<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
    xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/
gax/asd/cfg"
    xmlns:fileio="http://genesys.com/gax/asd/fileio"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd
http://genesys.com/gax/asd/os os.xsd
    http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio
fileio.xsd">
</solutionDefinition>
```

The first line is the header information that is required for all XML documents. The second line indicates the schema version of the XML document, and will be used to compare against the running GAX instance. Any major version that contains a later version of the schema will be rejected by GAX.

Important

See the [General Elements](#) reference page for more information about the tags that are used in an SPD file.

Add information to personalize the SPD file.

Personalize the SPD file by using the following code as an example: **[+] Click here to reveal code**

```
<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
    xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/
gax/asd/cfg"
    xmlns:fileio="http://genesys.com/gax/asd/fileio"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd
http://genesys.com/gax/asd/os os.xsd
    http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio
fileio.xsd">
```

```
<deploymentkey>HostedProviderEdition8.1.3</deploymentkey>
<name>DemoTest</name>
<version>1.1.1</version>
<description>This is the demo service package. This service package is
intended for testing the GAX automated deployment feature. It will perform one pre-
installation task, one post-installation task, and an installation of the SIP Server
application</description>
<summary>This is the service package definition file to deploy an Demo
solution</summary>
</solutionDefinition>
```

Important

See the [General Elements](#) reference page for more information about the tags that are used in an SPD file.

Notes

- The `<deploymentkey>` tag is the key string that is used to match different versions of the same solution.
- The `<name>` tag is the name that is displayed when the XML file is imported into GAX. The name and the version uniquely identify an SPD file in GAX.
- The `<version>` tag indicates the version number of the SPD file.
- The `<description>` tag is the description text that is displayed in the user interface.
- The `<summary>` tag contains a summary of which configurations this solution definition performs. The summary is displayed in the Summary tab of the GAX user interface.

Add the `<profile>` element.

Add the `<profile>` element by using the following code as an example:

Important

If profile name="install", the profile installs a solution. If profile name="update", the profile updates a solution from a previous version.

[+] Click here to reveal code

```
<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
  xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/
gax/asd/cfg"
  xmlns:fileio="http://genesys.com/gax/asd/fileio"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd
http://genesys.com/gax/asd/os os.xsd
  http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio
fileio.xsd">
```

```

        <deploymentkey>HostedProviderEdition8.1.3</deploymentkey>
        <name>DemoTest</name>
        <version>1.1.1</version>
        <description>This is the demo service package. This service package is
intended for testing the GAX automated deployment feature. It will perform one pre-
installation task, one post-installation task, and an installation of the SIP Server
application</description>
        <summary>This is the service package definition file to deploy an Demo
solution</summary>

        <profile name="install">

        </profile>
</solutionDefinition>

```

Important

See the [General Elements](#) reference page for more information about the tags that are used in an SPD file.

Add user input dialog boxes.

Add user input dialog boxes by using the following code as an example: **[+]**
Click here to reveal code

```

<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
        xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/
gax/asd/cfg"
        xmlns:fileio="http://genesys.com/gax/asd/fileio"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
        xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd
http://genesys.com/gax/asd/os os.xsd
        http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio
fileio.xsd">

        <deploymentkey>HostedProviderEdition8.1.3</deploymentkey>
        <name>DemoTest</name>
        <version>1.1.1</version>
        <description>This is the demo service package. This service package is
intended for testing the GAX automated deployment feature. It will perform one pre-
installation task, one post-installation task, and an installation of the SIP Server
application</description>
        <summary>This is the service package definition file to deploy an Demo
solution</summary>

        <profile name="install">

                <dialog step="Tenant and Host Selection">
                        <!-- The Management Framework must have a tenant already
created, named something like Tenant_sg02_97_DEMO for example -->
                        <input name="TENANT" title="Tenant Name" type="selectOne"
default="" required="true">
                                <description>Please select the tenant</description>
                                <objectselect>
                                        <filter value="CfgTenant" name="type"/>

```



```

        </objectselect>
    </input>
    <input name="TENANT_HOST_1" title="Tenant Primary Host"
type="selectOne">
        <description>Please select the primary host where the
tenant applications are to be installed.</description>
        <objectselect>
            <filter value="CfgHost" name="type"/>
        </objectselect>
    </input>
    <input name="SKIP_INSTALL_PKG" title="Skip IP re-installation if
application already installed for the tenant" default="true" type="selectOne"
required="true">
        <description>This parameter specifies whether to force
reinstallation of the IP if the package already exists on the machine for the
tenant.</description>
        <selection>
            <option name="true" value="true"/>
            <option name="false" value="false"/>
        </selection>
    </input>
    <input name="DATA_MODEL" title="Binary Version (32-bit or
64-bit)" default="64" type="selectOne" required="true">
        <description>This parameter defines the 32-bit or the
64-bit version of the binary to be deployed.</description>
        <selection>
            <option name="32" value="32"/>
            <option name="64" value="64"/>
        </selection>
    </input>
</dialog>
<dialog step="Application Parameters">
    <input name="agent_no_answer_action" title="Please enter the
value for TServer.agent-no-answer-action" default="demo_test" type="string">
        <description>Please enter the value for TServer.agent-no-
answer-action</description>
    </input>
</dialog>
</profile>
</solutionDefinition>

```

Dialog tags are displayed on screen in the GUI Deployment Wizard. Dialog boxes allow the user to select the input values that are defined by the input tags. Multiple dialog boxes (Wizard windows) can be created/added. Multiple dialog boxes enable you to group different user-inputs based on their scope.

Important

See the [Dialog Input Elements](#) reference page for more information about the tags that are used in an SPD file.

Add the Execution Block.

The `<execution>` tag is the main tag in the SPD file. It specifies the execution sequence of various actions that are classified in the following groups:

- `<cfg:...>` -- Configuration actions

- <os:...> -- OS actions
- <fileio:...> -- File I/O actions
- <http:...> -- Web services actions

In addition to these actions, the <execution> tag supports additional child elements that enable the implementation of various functions:

- <script>-Supports Java Script code (See [JavaScript Usage](#) or [JavaScript Representation of Configuration Objects](#) for more information.)
- <foreach>-Supports foreach loops
- <if>-Supports conditional statements

Add the Execution Block by using the following code as an example:

[+] Click here to reveal code

```
<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
  xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/
gax/asd/cfg"
  xmlns:fileio="http://genesys.com/gax/asd/fileio"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd
http://genesys.com/gax/asd/os os.xsd
  http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio
fileio.xsd">

  <deploymentkey>HostedProviderEdition8.1.3</deploymentkey>
  <name>DemoTest</name>
  <version>1.1.1</version>
  <description>This is the demo service package. This service package is
intended for testing the GAX automated deployment feature. It will perform one pre-
installation task, one post-installation task, and an installation of the SIP Server
application</description>
  <summary>This is the service package definition file to deploy an Demo
solution</summary>

  <profile name="install">
    <dialog step="Tenant and Host Selection">
      <!-- The Management Framework must have a tenant already
created, named something like Tenant_sg02_97_DEMO for example -->
      <input name="TENANT" title="Tenant Name" type="selectOne"
default="" required="true">
        <description>Please select the tenant</description>
        <objectselect>
          <filter value="CfgTenant" name="type"/>
        </objectselect>
      </input>
      <input name="TENANT_HOST_1" title="Tenant Primary Host"
type="selectOne">
        <description>Please select the primary host where the
tenant applications are to be installed.</description>
        <objectselect>
          <filter value="CfgHost" name="type"/>
        </objectselect>
      </input>
      <input name="SKIP_INSTALL_PKG" title="Skip IP re-installation if
application already installed for the tenant" default="true" type="selectOne"
required="true">
```

```

        <description>This parameter specifies whether to force
reinstallation of the IP if the package already exists on the machine for the
tenant.</description>
        <selection>
            <option name="true" value="true"/>
            <option name="false" value="false"/>
        </selection>
    </input>
    <input name="DATA_MODEL" title="Binary Version (32-bit or
64-bit)" default="64" type="selectOne" required="true">
        <description>This parameter defines the 32-bit or the
64-bit version of the binary to be deployed.</description>
        <selection>
            <option name="32" value="32"/>
            <option name="64" value="64"/>
        </selection>
    </input>
</dialog>
<dialog step="Application Parameters">
    <input name="agent_no_answer_action" title="Please enter the
value for TServer.agent-no-answer-action" default="demo_test" type="string">
        <description>Please enter the value for TServer.agent-no-
answer-action</description>
    </input>
</dialog>
<execution>
    <!--preInstallation steps-->
    <os:verifyGDA host="${TENANT_HOST_1.name}"/>
    <!--preInstallation steps end-->

    <!--install package steps-->
    <script>TENANT_NAME = TENANT.name;</script>
    <script>SEGMENT_NAME =
TENANT_NAME.split(/_/g)[1];</script>
    <script>TENANT_NAME_NO_PREFIX =
TENANT_NAME.replace(/^(Tenant_/, '' ); </script>
    <script>SEGMENT_NAME_NO_PREFIX = SEGMENT_NAME.replace(/^(sg/, '' );
</script>
    <script>TENANT_NAME_NO_PREFIX_HOST =
TENANT_NAME_NO_PREFIX.replace(/_/gi, '-');</script>
    <script>TENANT_NAME_NO_PREFIX_HOST =
TENANT_NAME_NO_PREFIX_HOST.replace(/^(.+?-/, '' );</script>
    <script>TENANT_ID = parseInt(TENANT_NAME.split(/_/g)[2]);
</script>

    <script>var TENANT_SIPS_PR = 'TSrvSIP_' + TENANT_NAME_NO_PREFIX
+ '_1_pr' ; </script>
    <script>var TENANT_STATSERV_PR = 'StatServer_' +
TENANT_NAME_NO_PREFIX + '_1_pr' ; </script>

    <script>var SIP_SERVER_APPPORT = 10000 + TENANT_ID ; </script>
    <script>var TENANT_STATSERV_APPPORT = 10800 + TENANT_ID ;

</script>

    <script>var SIP_SERVER_APPPORT = SIP_SERVER_APPPORT.toString()
;</script>
    <script>var TENANT_STATSERV_APPPORT =
TENANT_STATSERV_APPPORT.toString() ;</script>
    <script>var INSTALL_BASE_PATH = '/home/genesys/GCTI/' +
TENANT_NAME ; </script>

    <os:installPackage appName="${TENANT_SIPS_PR}"
host="${TENANT_HOST_1.name}" folder="Applications/

```

```

Segment_${SEGMENT_NAME_NO_PREFIX}/Tenants_${SEGMENT_NAME}/${TENANT_NAME}" longName="SIP
Server" version="8.1.0" tenantdbid="${TENANT.dbid}"
skipIfInstalled="${SKIP_INSTALL_PKG}" debug="true" appPort="${SIP_SERVER_APPPORT}"
overrideTemplate="TSrvSIP">
    <list name="silentInstall">
        <property section="IPCommon" key="InstallPath"
value="${INSTALL_BASE_PATH}/TSrvSIP"/>
        <property section="IPCommon" key="DataModel"
value="${DATA_MODEL}"/>
    </list>
</os:installPackage>
<os:installPackage appName="${TENANT_STATSERV_PR}"
host="${TENANT_HOST_1.name}" folder="Applications/
Segment_${SEGMENT_NAME_NO_PREFIX}/Tenants_${SEGMENT_NAME}/${TENANT_NAME}" longName="Stat
Server" version="8.1.0" tenantdbid="${TENANT_NAME}" overrideTemplate="StatServer"
skipIfInstalled="${SKIP_INSTALL_PKG}" debug="true" appPort="${TENANT_STATSERV_APPPORT}">
    <list name="silentInstall">
        <property section="IPCommon" key="InstallPath"
value="${INSTALL_BASE_PATH}/StatServer"/>
        <property section="IPCommon" key="DataModel"
value="${DATA_MODEL}"/>
    </list>
</os:installPackage>
<!--install package steps end-->
<!--postInstallation steps-->
<cfg:readObject name="${TENANT_STATSERV_PR}"
result="TENANT_STATSERV_PR" type="CfgApplication"/>
<cfg:updateObject name="${TENANT_SIPS_PR}" type="CfgApplication">
    <list name="options">
        <property section="TServer" key="agent-no-answer-
action" value="${agent_no_answer_action}"/>
    </list>
</cfg:updateObject>
<cfg:updateObject name="${TENANT_SIPS_PR}" type="CfgApplication">
    <list name="appservers">
        <conninfo
appserverdbid="${TENANT_STATSERV_PR.dbid}" connprotocol="addp" transportparams=""
appparams="" mode="CFGTMBoth" timeoutlocal="10" timeoutremote="10"/>
    </list>
</cfg:updateObject>
<!--postInstallation steps end-->
</execution>
</profile>
</solutionDefinition>

```

Or, refer to the following sample for code using web services:

[+] Click here to reveal code

```

<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
    xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/
gax/asd/cfg" xmlns:http="http://genesys.com/gax/asd/http"
    xmlns:fileio="http://genesys.com/gax/asd/fileio"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
    xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd
http://genesys.com/gax/asd/os os.xsd
    http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio
fileio.xsd http://genesys.com/gax/asd/http http.xsd">
    <deploymentkey>HttpTest</deploymentkey>
    <name>HttpTest</name>

```

```

<version>1.1.1</version>
<description>This is the demo service package. This service package is
intended for testing the GAX SPD Web access feature.</description>
<summary>This is the service package definition file to deploy an Demo
solution</summary>

<profile name="install">
  <dialog step="Login Parameters">
    <input name="BaseURL"
      title="GAX base URL" hidden="false"
default="http://localhost:8080/gax" type="string">
      <description>Please enter the GAX URL</description>
    </input>
    <input name="Username"
      title="Management Framework User Account" hidden="false"
default="default" type="string">
      <description>Please enter the Genesys Management
Framework username</description>
    </input>
    <input name="Password"
      title="Management Framework User Password"
hidden="false" default="" type="password">
      <description>Please enter the Genesys Management
Framework user password</description>
    </input>
  </dialog>
  <execution>
    <script>
      var login = new Object();
      login.username = Username;
      login.password = Password;
      login.newPassword = "";
      login.newPasswordConfirm = "";
    </script>
    <http:request method="POST" url= "${BaseURL + '/api/session/
login/'}">
      <header name="Content-Type" value="application/json"/>
      <header name="Accept" value="application/json"/>
      <body>${JSON.stringify(login)}</body>
    </http:request>
    <script>
      var parameter = new Object();
      parameter.name = "CreatedBySpd";
      parameter.keyName = "";
      parameter.helpText = "";
      parameter.type = "STRING";
      parameter.optional = false;
      parameter.global = false;
    </script>
    <http:request method="POST" url= "${BaseURL + '/api/opm/
parameters/'}" result="RESULT">
      <body>${JSON.stringify(parameter)}</body>
    </http:request>
    <!-- for debugging -->
    <script> log(' RESULT.code :'+ RESULT.code );</script>
    <script> log(' RESULT.location :'+ RESULT.location );</script>
    <!-- for debuggin end -->
    <http:request method="GET" url="${RESULT.location}"
result="RESULT">
    </http:request>

```

```

        <!-- for debugging -->
        <script> log(' RESULT.code :'+ RESULT.code );</script>
        <script> log(' RESULT.content :'+ RESULT.content );</script>
        <!-- for debuggin end -->

        <script>
                var pgt = new Object();
                pgt.name = "PGTCreatedBySpd";
                pgt.description = "";
                pgt.pgtSections = new Array();
                pgt.pgtSections[0] = new Object();
                pgt.pgtSections[0].key = "main";
                pgt.pgtSections[0].displayName = "Main";
                pgt.pgtSections[0].parameters = new Array;
                pgt.pgtSections[0].parameters[0] =
RESULT.content.id;
        </script>

        <http:request method="POST" url= "${BaseURL + '/api/opm/pgts/'}"
result="RESULT">
                <body>${JSON.stringify(pgt)}</body>
        </http:request>

        <!-- for debugging -->
        <script> log(' RESULT.code :'+ RESULT.code );</script>
        <script> log(' RESULT.location :'+ RESULT.location );</script>
        <!-- for debuggin end -->

        <!--postInstallation steps end-->
        </execution>
    </profile>
</solutionDefinition>

```

Warning

Executing the above code gets your password flushed.

See the [Executable Elements](#) reference page or the [Web Services Elements](#) reference page for more information about the tags that are used in an SPD file.

Save the Solution Definition file that you created as <filename>.XML.

Launch Genesys Administrator Extension.

Navigate to the Solution Definitions panel.

In the Solution Definitions panel, click +.

In the New Solution Definition panel that is displayed to the right, click Browse.

Find the Solution Definition file that you created and select it.

Click Upload. The name of the Solution Definition file, as defined in the Solution Definition, is displayed in the list.

Verify the Solution Definition file is deployable.

To verify that the Solution Definition file can be deployed, perform the following steps:

- a. In the list of Solution Definition files, click the Solution Definition file that you imported in the previous steps.
- b. A related menu is displayed to the right of the Solution Definition list. Verify that the Solution Definition file can be deployed by selecting **Check IP Availability**.
 - The list of required IPs that are found in the IP Repository and those that are missing are displayed in the IP Availability area.
- c. Upload missing IPs to the IP repository before deploying this Solution Definition file.

If there are no missing IPs, click the Deployable check box.


Click Sav to save your changes or Cancel to leave the Solution Definition file unchanged.

Complete SPD samples

READ THIS FIRST: [readme.txt](#)

- [Tenantcreation.xml](#) This SPD creates the Genesys Tenant and the Administrator (Person) that manages this tenant.
- [eservices.xml](#) This SPD contains Install-, Enable-, and Disable-profiles. The Install-profile deploys the eServices Chat Server, Contact Server, Classification Server, E-mail Server, Training Server, Application

Clusters, Stat Server, Genesys Desktop, third-party components, and 8.1.0 and 8.0.2 applications to the tenant. It also makes the necessary configurations on the segment-level applications that are required by eServices. The Enable-/Disable-profiles enable/disable this service by establishing/removing the component connections from the tenant level to the segment level.

- [gvphpe.xml](#) This SPD deploys the Genesys Voice Platform Service for Genesys Hosted Provider Edition.
- [http.xml](#) This SPD demonstrates the use of the `<http:request>` tag.
- [inboundvoice.xml](#) This SPD contains Install-, Enable-, and Disable-profiles. The Install-profile deploys SIP Server, Genesys Desktop, and Stat Server applications to the tenant. It also makes the necessary configurations on the segment-level applications that are required by the inbound voice service. The Enable-/Disable-profiles will enable/disable this service by adding/removing the tenant entry from the network SIP Server's routing strategy list object.
- [outboundvoice.xml](#) This SPD contains Install-, Enable-, and Disable-profiles. The Install-profile deploys SIP Server, Genesys Desktop, and Stat Server applications to the tenant. It also makes the necessary configurations on the segment-level applications that are required by the outbound voice service. The Enable-/Disable-profiles will enable/disable this service by establishing/removing the component connections from the tenant level to the segment level.
- [tserverAvayahpe.xml](#) This SPD deploys the Genesys T-Server for Avaya CM for Genesys Hosted Provider Edition.
- [tserverCiscohpe.xml](#) This SPD deploys the Genesys T-Server for Cisco UCM for Genesys Hosted Provider Edition.
- [webapihpe.xml](#) This SPD deploys the Genesys Web API Server for Genesys Hosted Provider Edition.
- [wfm.xml](#) This SPD contains Install-, Enable-, and Disable-profiles. The Install-profile makes the necessary configuration updates on the database and WFM system to deploy the WFM service. The Enable profile re-enables a previously disabled WFM service by enabling the Database Access Point Objects configured on the tenant level. The Disable-profile disables a previously deployed WFM service by disabling the tenant's user access to the WFM applications, as well as removes the users from the WFM system.  Note: If a service type that contains SIP Server is deployed later, it is necessary to run the WFM re-enable service to properly configure the SIP Server connection for WFM.

References

The Automated Solution Deployment capability within GAX is guided by the XML markup in the solution definition XML file. The following wiki pages outline the elements, attributes, and behavior of the XML markup. The `<solutionDefinition>` element is the root element of a typical solution definition XML file.

- [General Elements](#)
- [Dialog Input Elements](#)
- [Flow Control Elements](#)
- [Executable Elements](#)
- [Web Services Elements](#)
- [Configuration Object Manipulation Elements](#)
- [File I/O Elements](#)
- [Operating System Manipulation Elements](#)

- [Workforce Management Elements](#)
- [Enumerated Types](#)
- [JavaScript Usage](#)
- [JavaScript Representation of Configuration Objects](#)

General Elements

The following general elements define high-level attributes about the solution:

- `<name>`
- `<description>`
- `<version>`
- `<deploymentkey>`

Multiple `<profile>` elements can be defined.

Within each `<profile>` there is a `<dialog>` section that defines input values to be gathered from the user during the execution of the wizard, and an `<execution>` section that performs tasks to deploy and configure the system, based on the user input that is gathered by the `<dialog>` section.

`<solutionDefinition>`

The `<solutionDefinition>` element must specify the **version** attribute. For GAX version 8.1.2 and higher, the version must be 2.0.0.

Relevant namespaces must be specified. The following is an example:

```
<?xml version="1.0" encoding="utf-8"?>
<solutionDefinition version="2.0.0" xmlns="http://genesys.com/gax/asd"
  xmlns:os="http://genesys.com/gax/asd/os" xmlns:cfg="http://genesys.com/gax/asd/cfg"
  xmlns:fileio="http://genesys.com/gax/asd/fileio" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance"
  xsi:schemaLocation="http://genesys.com/gax/asd asd.xsd http://genesys.com/gax/asd/os
os.xsd
  http://genesys.com/gax/asd/cfg cfg.xsd http://genesys.com/gax/asd/fileio fileio.xsd">
</solutionDefinition>
```

The child elements `<name>`, `<description>`, `<version>`, and `<deploymentkey>` define the high-level items for this SPD, while the `<profile>` element defines one or more profiles within this solution definition that can be executed.

Child Elements

- `<deploymentkey>`
- `<description>`
- `<name>`
- `<profile>`

- `<summary>`
- `<version>`

Attributes

Name	Type
version	string (required)

`<deploymentkey>`

This element contains a key that defines a unique instance of a deployment. Each deployment might have different attributes that determine uniqueness; the author of the SPD must define a unique deployment. For example, for the Hosted case, the tenant is a good choice for a deployment key (for example: `<deploymentkey>${TENANT}</deploymentkey>`) because deployments are carried out per-tenant. The `<deploymentkey>` element must occur only once in the SPD, and must be displayed in the Deployed Solutions view to successfully deploy the solution.

This element has no attributes or child elements.

`<description>`

Contains the description of the solution. For `<solutionDefinition>`, it must define what the SPD does. For example:

```
<description>This is the solution file to deploy a GVP solution</description>
```

For `<input>`, it must provide descriptive information to help the user determine what to enter for the input value.

This element has no attributes or child elements.

`<name>`

Contains the name of the Solution Definition that is displayed in the user interface. This element has no attributes or child elements.

`<profile>`

Multiple `<profile>` elements can be included in an SPD file. Each `<profile>` must have a unique name. Profiles can be of type incremental (`incremental="true"`) or not incremental (`incremental="false"`). Further details about incremental profiles are in the Attributes table.

Each profile must have at least one `<dialog>` section, and at least one `<execution>` section. The `<dialog>` section defines the input values to be gathered from the user in the user interface. The `<execution>` section defines the steps to execute and deploy this particular profile.

Upgrade profile

To enable upgrades of existing deployments, the user interface uses a profile with `name="upgrade"`.

The following scenario provides an example of a profile with name="upgrade":

- Version 8.1.200.01 of an SPD is already installed,
- A new SPD is installed with the profile name name="upgrade" and with the **from** attribute set to from=8.1.200.01.

The user interface enables upgrades for all SPD deployments that are version 8.1.200.01.

When the user clicks on the Upgrade link in the user interface, the wizard starts the update profile, and all the user-input values from the previously deployed version are pre-populated in the wizard.

 **Note:** The <deploymentKey> value for the old and new SPD must be the same.

Examples

The following are two examples of SPDs. The first SPD uses the profiles name="install", name="modify", and name="delete". The second SPD uses the profile name="upgrade".


- [tenant_ver01.xml](#)
- [tenant_ver02.xml](#)

Child Elements

- <dialog>
- <execution>

Attributes

Name	Type	Description	Default	Value
from	string	<p>This must be defined for profiles with name="upgrade". This attribute specifies the version from which you can upgrade for this upgrade profile:</p> <ul style="list-style-type: none"> • 8: Means that any 8.x.xxx.xx can use this version to upgrade • 8.1: Means that any 8.1.xxx.xx can use this version to upgrade 	—	—

Name	Type	Description	Default	Value
		<ul style="list-style-type: none"> 8.1.3: Means that any 8.1.3xx.xx can use this version to upgrade <p> Note: The version must always be lower than the version that is specified in the <code><version></code> element. Also, upgrade profiles must always be incremental.</p>		
incremental	Boolean	These attributes define if this profile is incremental or not. An incremental profile can only be executed on top of a non-incremental profile within the same SPD file, unless it is an upgrade profile, in which case the incremental profile is executed on top of a profile from a previous version of the SPD file.	false	—
name	string (required)	A unique name for this profile. It is user-defined. Examples of standard profiles include: install, uninstall, upgrade, enable, and disable.	—	—

<dialog>

Defines an input dialog, where input from the user is collected.

Child Elements

- `<foreach>`
- `<if>`
- `<script>`
- `<sleep>`
- `<cfg:createObject>`
- `<cfg:deleteObject>`

- `<cfg:kvitem>`
- `<cfg:queryObjects>`
- `<cfg:readObject>`
- `<cfg:updateAppLogOnAs>`
- `<cfg:updateObject>`
- `<fileio:copy>`
- `<fileio:edit>`
- `<fileio:remove>`
- `<fileio:write>`
- `<os:execSQL>`
- `<os:execShellCmd>`
- `<os:getEnvVar>`
- `<os:installPackage>`
- `<os:list>`
- `<os:setEnvVar>`
- `<os:verifyEnvVar>`
- `<os:verifyGDA>`
- `<os:verifyHost>`
- `<wfm:createWFMOBJECT>`
- `<wfm:deleteWFMOBJECT>`

Attributes

Name	Type	Description	Default	Values
cond	string	This attribute is a JavaScript expression that determines if this step is to be shown or skipped in the user interface. Note: By default, only attributes that are named "cond" or "expr" are JavaScript expressions. Using JavaScript (expressions or variables) in any other context requires the use of \${} around the JavaScript expression or variable. If the value evaluates to a "falsy" condition (for example: 0, "", false, undefined, null, NaN) then do not	—	—

Name	Type	Description	Default	Values
		execute this step. Otherwise, execute this step.		
step	string (required)	<p>This attribute is used as the title of a step within the wizard. Each dialog is displayed as a different step within the wizard. This attribute defines the title to be used for this particular step.</p> <p>The value is user-defined. Correct form includes the following: Tenant Selection, Host Selection, Common Applications, Tenant Applications, Credentials, and Parameters.</p>	—	—

<execution>

Defines the actions to be done after all of the user-input has been collected and submitted, as defined in the **<dialog>** section.

Child Elements

- **<foreach>**
- **<if>**
- **<script>**
- **Elements#.3Csleep.3E <sleep>**
- **<cfg:createObject>**
- **<cfg:deleteObject>**
- **<cfg:kvitem>**
- **<cfg:queryObjects>**
- **<cfg:readObject>**
- **<cfg:updateAppLogOnAs>**
- **<cfg:updateObject>**
- **<fileio:copy>**
- **<fileio:edit>**
- **<fileio:remove>**

- `<fileio:write>`
- `<os:execSQL>`
- `<os:execShellCmd>`
- `<os:getEnvVar>`
- `<os:installPackage>`
- `<os:list>`
- `<os:setEnvVar>`
- `<os:verifyEnvVar>`
- `<os:verifyGDA>`
- `<os:verifyHost>`
- `<wfm:createWFMOBJECT>`
- `<wfm:deleteWFMOBJECT>`

Attributes

Name	Type	Description	Default	Values
step	string	This attribute is currently not used.	—	—

<summary>

This element is deprecated. It must not be used.

<version>

Contains the version of the Solution, for example:

```
<version>8.1.200.01</version>
```

The format of the version must conform to the standard Genesys IP versioning scheme.

The version is important when defining incremental profiles, such as upgrades. Also, as changes are made to an SPD file, the version must be incremented so that a user is aware that a new version of the same SPD file has been created.

This element has no attributes or child elements.

Dialog Input Elements

The <dialog> tags define the user-interface elements that are displayed in the wizard to collect user input. A <dialog> section can have one or more <input> elements to collect user input.

<input>

The <input> tag defines user-interface elements in the wizard to collect user input. One <dialog> tag can have one or more <input> elements to collect user input. It can define different types of input (for example: string, integer, date, boolean, selectOne or selectMultiple configuration objects), and validation rules for these inputs.

Child Elements

- <description>
- <objectselect>
- <selection>
- <validation>

Attributes

Name	Type	Description	Default	Values
default	string	Defines the default value to display in the user interface as the default input value.	—	—
hidden	Boolean	Defines whether to hide the input parameter in the user interface (true == hide, false == show). You can use this attribute in conjunction with a JavaScript expression evaluation to dynamically hide or show an input parameter in a subsequent <dialog>.	false	—
name	string (required)	A unique name for this input parameter. A JavaScript variable with this name is instantiated where the entered value is stored.	—	—
readonly	Boolean	Defines whether the	false	—

Name	Type	Description	Default	Values
		input parameter is read-only or changeable in the user interface (true == readonly, false == changeable). You can use this attribute in conjunction with a JavaScript expression evaluation to dynamically hide or show an input parameter in a subsequent <dialog>.		
required	Boolean	Defines whether an input value is a required parameter. If it is a required parameter, it must be filled out prior to advancing to the next step in the wizard.	false	—
title	string	Defines the title that is displayed in the user interface for this input element.	—	—
type	string	Defines the expected input type and constrains what the user can input.	string	string, integer, boolean, password, selectOne, selectMultiple

<description>

This tag describes what the SPD will do. For example:

```
<description>This is the solution file to deploy a GVP solution</description>
```

The **<input>** tag can be used to provide descriptive information that helps the user to determine what to fill in for the input value.

This element has no attributes or child elements.

<objectselect>

For **<input>** elements with type="selectOne" or type="selectMultiple", this tag can be used to indicate that a configuration object is to be selected. The child **<filter>** element(s) indicate to the user interface which configuration object is to be selected for this **<input>** element.

This element has no attributes.

Child Elements

- `<filter>`

`<filter>`

Defines a user-interface element to filter the objects displayed in the object picker. Multiple `<filter>` elements can be defined.

This element has no child elements.

Attributes

Name	Type	Description	Default	Values
name	string (required)	Defines the parameter of an to use as a filter. The following parameters are supported: "type", "subtype" and "name".	—	—
value	string (required)	Defines the value for a filter. For example: <pre><filter name="type" value="CfgApplication" /> <filter name="subtype" value="CfgGVPMCP" /> <filter name="name" value="MCP" /></pre>	—	—

`<selection>`

For `<input>` elements with `type="boolean"`, `type="selectOne"`, or `type="selectMultiple"` types, the `<selection>` tag can be used to specify a constrained list of input values. The child `<option>` elements can define these allowed input values, or a JavaScript array can be used to define these allowed input values.

Child Elements

- `<option>`

Attributes

Name	Type	Description	Default	Values
array	string	Specifies a JavaScript variable that contains a simple array of values to be used as the allowed input values in the user interface.	—	—
errmsg	string	Specifies an error message to display in the user interface if no value is selected.	—	—
index	string	Specifies the name of a JavaScript variable that contains the index value when the array renders the user interface. This value can be used in the <code><option></code> tag to provide a more intuitive user interface.	—	—

<option>

The `<option>` element can be used as a template when an **array** is specified in the `<selection>` element. For example:

```
<selection array="foo" index="i" errmsg="Please select a value from Foo.">
  <option name="{foo[i].firstname+' '+foo[i].lastname}" value="{i}"/>
</selection>
```

Attributes

Name	Type	Description	Default	Values
default	Boolean	Defines whether this option is selected by default in the user interface.	false	—
name	string (required)	Defines the option name to be displayed in the user interface.	—	—
value	string (required)	Defines the value to be assigned to the input parameter JavaScript variable if this option is selected.	—	—

<validation>

For <input> elements with type="string" or type="integer" types, this element can be used to specify validation constraints on the input value.

Child Elements

- <rule>

Attributes

Name	Type	Description	Default	Values
default	string	Defines whether by default the input value is accepted or rejected. If default="accept" is specified, then all <rule> elements must be set to type="reject". If default="reject" is specified, then all <rule> elements must be set to type="accept".	accept	accept, reject
errormsg	string	Specifies an error message to be displayed in the user interface if the value is rejected. This attribute is required if default="reject" is specified.	—	—

<rule>

Defines a validation rule.

This element has no child elements.

Attributes

Name	Type	Description	Default	Values
errormsg	string	Specifies an error message to be displayed in the user interface if the value is rejected. This attribute is required if type="reject" is specified.	—	—

Name	Type	Description	Default	Values
expr	string	Defines a JavaScript expression to be evaluated. It must evaluate to a true (non-falsy) value for the input to be accepted or rejected, depending on the rule type.	—	—
range	string	If specified, then wildcard is ignored. This attribute defines a range of values for the input value to be accepted or rejected, depending on the rule type. For example: range="1, 3, 4-8, >20, <100".	—	—
regex	string	If specified, then range and wildcard are ignored. This attribute defines a regular expression that must be matched for the input value to be accepted or rejected, depending on the rule type.	—	—
type	string	Defines the type of validation rule.	accept	accept, reject
wildcard	string	If specified, then this attribute defines a wildcard string that must be matched for the input value to be accepted or rejected, depending on the rule type. Wildcard characters include "*" and "?". For example: wildcard="foo*", wildcard="b?r", and wildcard="*sg03*".	—	—

Flow Control Elements

Flow Control elements are used to conditionally execute certain actions or repeat actions several times, based on values in an array.

<foreach>

Encapsulates a block of XML elements that are executed multiple times based on the number of items within the JavaScript array that is specified in the **array** attribute.

Attributes

Name	Type	Description	Default	Values
array	string (required)	Specifies a JavaScript array. The elements contained within the <foreach> element are executed a number of times, based on the content of the variable.	—	—
index	string (required)	Specifies the name of a JavaScript variable which contains the index value as the execution loops through the specified array. The index value can be used as a JavaScript variable within the XML content that is encapsulated by the <foreach> element.	—	—

<if>

Encapsulates a block of XML elements that are executed only if the **cond** attribute evaluates to the value true.

Attributes

Name	Type	Description	Default	Values
cond	string (required)	Specifies a JavaScript expression. If the value evaluates to a "falsy" condition (i.e. 0, "", false, undefined,	—	—

Name	Type	Description	Default	Values
		null, NaN), then the elements that are contained within the <code><if></code> tag are not displayed or executed.		

Executable Elements

Note: The following pages include more information on how to use the <script> tag in the Execution Block.

- [JavaScript Usage](#)
- [JavaScript Representation of Configuration Objects](#)

<log>

Attributes

Name	Type	Description	Default	Values
msg	string (required)	—	—	—

<notice>

Attributes

Name	Type	Description	Default	Values
msg	string (required)	—	—	—

<sleep>

Defines a time interval for which execution is paused.

Attributes

Name	Type	Description	Default	Values
time	integer (required)	Specifies the amount of time in seconds to wait before continuing execution.	—	—

Web Services Elements

Note: The following pages include more information on how to use the <script> tag in the Execution Block.

- [JavaScript Usage](#)
- [JavaScript Representation of Configuration Objects](#)

<http:request>

Child Elements

- [<http:header>](#)
- [<body>](#)

Attributes

Name	Type	Description	Default	Values
url	URL address	The URL of the web service in GAX (for example: "\${BaseURL} + '/api/opm/parameters/'").	—	—
method	string (required)	The action invoked by the web service.	—	GET, POST, PUT, DELETE
result	variable (required)	A JavaScript variable that stores the result of the web service request, including the full HTTP response.	—	<ul style="list-style-type: none"> • code—The response status code, such as 200 "OK" or 304 "Not Modified" • content—The response content. • location—The redirect URL. This is only required when status code is 301 "Moved Permanently" or 307

Name	Type	Description	Default	Values
				"Temporary Redirect". Note: A status code value from 100 to 399 is defined as a successful operation. A status code value of 400 or higher is defined as a failed operation.

<http:header>

This element defines one or more headers for the HTTP request. It is optional.

Attributes

Name	Type	Description	Default	Values
name	string (required)	The name of the header.	Content-type	This can be any standard HTTP header name. Click here for a complete list. For GAX, typical values might be: <ul style="list-style-type: none"> • Accept • Content-type
value	string (required)	The value of the header.	application/json	This can be any standard HTTP header value. Click here for examples.

<body>

This element defines the body to send in the HTTP request. It is mandatory if the <http:request> value is POST or PUT.

The content between <body> and </body> is treated as type message-body and sent with the HTTP request. The content is in string format. For example, to send a variable var in JSON format, you might use the following: <body>\${JSON.stringify(var)}</body>.

Configuration Object Manipulation Elements

Configuration Object Manipulation Elements enables all configuration objects within Configuration Server to be manipulated. The following high-level actions are supported:

- `<cfg:createObject>`: Create a configuration object. Note: If the object already exists, the action fails. If an object already exists or might exist, use the `<cfg:updateObject>` element with the value `createonupdate="true"`.
- `<cfg:readObject>`: Read a configuration object. The child element `<cfg:query>` can select which object to read. Note: This action implies that only one object is to be read. If more than one object is to be read or searched, then use the `<cfg:queryObjects>` element to return a list of configuration objects.
- `<cfg:updateObject>`: Update a configuration object.
- `<cfg:deleteObject>`: Delete a configuration object.
- `<cfg:queryObjects>`: Query for a list of configuration objects by using filter or query criteria that is specified in the `<cfg:query>` element.

Each of these high-level actions are described on the following pages. This page describes elements that are used by these actions.

`<cfg:list>`

Child Elements

- `<cfg:agentlogininfo>`
- `<cfg:apprank>`
- `<cfg:callinglistinfo>`
- `<cfg:component>`
- `<cfg:componentdefinition>`
- `<cfg:conninfo>`
- `<cfg:dnaccessnumber>`
- `<cfg:dninfo>`
- `<cfg:id>`
- `<cfg:idtype>`
- `<cfg:objectivetablerecord>`
- `<cfg:permission>`

- `<cfg:portinfo>`
- `<cfg:property>`
- `<cfg:resource>`
- `<cfg:skilllevel>`
- `<cfg:statinterval>`
- `<cfg:subcode>`
- `<cfg:switchaccesscode>`

Attributes

Name	Type	Description	Default	Values
name	string (required)	—	—	—
mode	string	—	—	clear, merge

`<cfg:agentlogininfo>`

Attributes

Name	Type	Description	Default	Values
agentloginidbid	integer	—	—	—
data	object	—	—	—
result	string	—	—	—
wrapuptime	integer	—	—	—

`<cfg:apprank>`

Attributes

Name	Type	Description	Default	Values
apprank	string	—	—	<code>CfgRank</code>
apptype	string	—	—	<code>CfgAppType</code>
data	object	—	—	—
result	string	—	—	—

<cfg:callinglistinfo>

Attributes

Name	Type	Description	Default	Values
callinglistdbid	integer	—	—	—
data	object	—	—	—
isactive	string	—	—	CfgFlag
result	string	—	—	—
share	integer	—	—	—

<cfg:component>

Attributes

Name	Type	Description	Default	Values
appdbid	integer (required)	—	—	—
data	object	—	—	—
isoptional	string	—	—	CfgFlag
result	string	—	—	—
startuppriority	integer	—	—	—

<cfg:componentdefinition>

Attributes

Name	Type	Description	Default	Values
type	string	—	—	CfgAppType
data	object	—	—	—
isoptional	string	—	—	CfgFlag
result	string	—	—	—
startuppriority	integer	—	—	—
version	string	—	—	—

<cfg:conninfo>

Attributes

Name	Type	Description	Default	Values
appparams	string	—	—	—
appserverdbid	integer	—	—	—
charfield1	string	—	—	—
charfield2	string	—	—	—
charfield3	string	—	—	—
charfield4	string	—	—	—
connprotocol	string	—	—	—
data	object	—	—	—
description	string	—	—	—
id	string	—	—	—
longfield1	integer	—	—	—
longfield2	integer	—	—	—
longfield3	integer	—	—	—
longfield4	integer	—	—	—
mode	string	—	—	CfgTraceMode
proxyparams	string	—	—	—
result	string	—	—	—
timeoutlocal	integer	—	—	—
timeoutremote	integer	—	—	—
transportparams	string	—	—	—

<cfg:dnaccessnumber>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
number	string (required)	—	—	—
result	string	—	—	—
switchdbid	integer (required)	—	—	—

<cfg:dninfo>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
dndbid	integer	—	—	—
result	string	—	—	—
trunks	integer	—	—	—

<cfg:id>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
dbid	integer (required)	—	—	—
result	string	—	—	—

<cfg:idtype>

Attributes

Name	Type	Description	Default	Values
type	string	—	—	CfgObjectType
data	object	—	—	—
dbid	integer (required)	—	—	—
result	string	—	—	—

<cfg:objectivetablerecord>

Attributes

Name	Type	Description	Default	Values
contractdbid	integer	—	—	—
customersegmentdbidinteger		—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
mediatypedbid	integer	—	—	—
objectivedelta	integer	—	—	—
objectivethreshold	integer	—	—	—
result	string	—	—	—
servicetypedbid	integer	—	—	—

<cfg:permission>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
grant	string (multiple)	—	—	CfgPermissions
id	integer (required)	—	—	—
recursive	Boolean	—	—	—
result	string	—	—	—
revoke	string (multiple)	—	—	CfgPermissions

<cfg:portinfo>

Attributes

Name	Type	Description	Default	Values
appparams	string	—	—	—
charfield1	string	—	—	—
charfield2	string	—	—	—
charfield3	string	—	—	—
charfield4	string	—	—	—
connprotocol	string	—	—	—
data	object	—	—	—
description	string	—	—	—
id	string (required)	—	—	—
longfield1	integer	—	—	—
longfield2	integer	—	—	—
longfield3	integer	—	—	—
longfield4	integer	—	—	—

Name	Type	Description	Default	Values
port	string (required)	—	—	—
result	string	—	—	—
transportparams	string	—	—	—

<cfg:property>

Attributes

Name	Type	Description	Default	Values
type	string	—	—	string, int, binary
data	object	—	—	—
key	string (required)	—	—	—
result	string	—	—	—
section	string (required)	—	—	—
value	string (required)	—	—	—

<cfg:resource>

Attributes

Name	Type	Description	Default	Values
charfield1	string	—	—	—
charfield2	string	—	—	—
charfield3	string	—	—	—
charfield4	string	—	—	—
data	object	—	—	—
description	string	—	—	—
longfield1	integer	—	—	—
longfield2	integer	—	—	—
longfield3	integer	—	—	—
longfield4	integer	—	—	—
objectdbid	integer	—	—	—
objecttype	string	—	—	CfgObjectType
resourcetype	string (required)	—	—	CfgResourceType
result	string	—	—	—

<cfg:skilllevel>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
level	integer	—	—	—
result	string	—	—	—
skilldbid	integer	—	—	—

<cfg:statinterval>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
intervalcount	integer	—	—	—
result	string	—	—	—
statvalue1	integer	—	—	—
statvalue2	integer	—	—	—
statvalue3	integer	—	—	—
statvalue4	integer	—	—	—

<cfg:subcode>

Attributes

Name	Type	Description	Default	Values
name	string	—	—	—
data	object	—	—	—
result	string	—	—	—

<cfg:switchaccesscode>

Attributes

Name	Type	Description	Default	Values
accesscode	string (required)	—	—	—
data	object	—	—	—
destinationsource	string	—	—	—
dnissource	string	—	—	—
dnsource	string	—	—	—
extensionsource	string	—	—	—
locationsource	string	—	—	—
reasonsource	string	—	—	—
result	string	—	—	—
routetype	string (required)	—	—	CfgRouteType
switchdbid	integer (required)	—	—	—
targettype	string (required)	—	—	CfgTargetType

<cfg:parameter>

Attributes

Name	Type	Description	Default	Values
name	string (required)	—	—	—
value	string (required)	—	—	—

<cfg:query>

Attributes

Name	Type	Description	Default	Values
name	string (required)	—	—	—
value	string (required)	—	—	—

<cfg:kvitem>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—

Name	Type	Description	Default	Values
key	string (required)	—	—	—
result	string	—	—	—
value	string (required)	—	—	—

<cfg:updateAppLogOnAs>

Attributes

Name	Type	Description	Default	Values
appdbid	integer (required)	—	—	—
data	object	—	—	—
issystemaccount	string	If set to true, then logon set to system account; otherwise logon set to account specified in "persondbid" attribute	—	true, false
persondbid	integer	—	—	—
result	string	—	—	—

<cfg:createObject>

Use <cfg:createObject> to create a configuration object. If the object already exists, the action fails. If an object already exists or might exist, use the <cfg:updateObject> element with the attribute createonupdate="true".

Child Elements

- <cfg:list>
- <cfg:parameter>
- <cfg:query>

<cfg:createObject> with type="CfgActionCode"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgActionCodeType

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
subcodes	<cfg:subcode>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:createObject> with type="CfgAccessGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgAccessGroupType

Supported List Names

Name	Type	Description	Default	Values
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routednbbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
memberids	<cfg:idtype>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

<cfg:createObject> with type="CfgAgentGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
agentdbids	<cfg:id>	—	—	—
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routedn dbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatablebid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—
capacitytablebid	integer	—	—	—

<cfg:createObject> with type="CfgAgentLogin"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
switchdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Name	Type	Description	Default	Values
password	string	—	—	—
switchspecificity	integer	—	—	—
override	string	—	—	—
logincode	string	—	—	—
useoverride	string	—	—	CfgFlag

<cfg:createObject> with type="CfgAlarmCondition"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
reactionscripodbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
clearancescripodbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
appdbid	integer	—	—	—
apptype	string	—	—	CfgAppType
selectionmode	string	—	—	CfgSelectionMode
alarmdetectlogeventid	integer	—	—	—
alarmdetectscripodbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
clearancetimeout	integer	—	—	—
category	string	—	—	CfgAlarmCategory
description	string	—	—	—
ismasked	string	—	—	CfgFlag
alarmremovallogeventid	integer	—	—	—

<cfg:createObject> with type="CfgApplication"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
appservers	<cfg:conninfo>	—	—	—
portinfos	<cfg:portinfo>	—	—	—
userproperties	<cfg:property>	—	—	—
tenantdbids	<cfg:id>	—	—	—
options	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
flexibleproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
port	string	—	—	—
backupserverdbid	integer	—	—	—
attempts	integer	—	—	—
hostdbid	integer	—	—	—
timeout	integer	—	—	—
commandline	string	—	—	—
state	string	—	—	CfgObjectState
appprototypedbid	integer	—	—	—
password	string	—	—	—
shutdowntimeout	integer	—	—	—
version	string	—	—	—
workdirectory	string	—	—	—
redundancytype	string	—	—	CfgHAType
componenttype	string	—	—	CfgAppComponentType
folderid	integer	—	—	—
isprimary	string	—	—	CfgFlag

Name	Type	Description	Default	Values
startuptimeout	integer	—	—	—
commandlinearguments	string	—	—	—
autorestart	string	—	—	CfgFlag

<cfg:createObject> with type="CfgAppPrototype"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgAppType

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
options	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
version	string	—	—	—

<cfg:createObject> with type="CfgCallingList"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
treatmentdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
maxattempts	integer	—	—	—
filterdbid	integer	—	—	—
folderid	integer	—	—	—
scriptdbid	integer	—	—	—
timeuntil	integer	—	—	—
state	string	—	—	CfgObjectState
tableaccessdbid	integer	—	—	—
description	string	—	—	—
logtableaccessdbid	integer	—	—	—
timefrom	integer	—	—	—

<cfg:createObject> with type="CfgCampaign"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
callinglists	<cfg:callinglistinfo>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
scriptdbid	integer	—	—	—

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—

<cfg:createObject> with type="CfgCampaignGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgObjectType

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
serverdbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
optmethodvalue	integer	—	—	—
numofchannels	integer	—	—	—
interactionqueuedbid	integer	—	—	—
description	string	—	—	—
minrecbuffsize	integer	—	—	—
groupdbid	integer	—	—	—
optmethod	string	—	—	CfgOptimizationMethod
origdndbid	integer	—	—	—
folderid	integer	—	—	—
dialmode	string	—	—	CfgDialMode
operationmode	string	—	—	CfgOperationMode
optrecbuffsize	integer	—	—	—

Name	Type	Description	Default	Values
ivrprofiledbid	integer	—	—	—
campaigndbid	integer	—	—	—
trunkgroupdnbid	integer	—	—	—
maxqueueize	integer	—	—	—

<cfg:createObject> with **type="CfgDN"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
destdnbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
accessnumbers	<cfg:dnaccessnumber>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
registerall	string	—	—	CfgDNRegisterFlag
state	string	—	—	CfgObjectState
contractdbid	integer	—	—	—
routetype	string	—	—	CfgRouteType
trunks	integer	—	—	—
groupdbid	integer	—	—	—
switchdbid	integer	—	—	—
folderid	integer	—	—	—
association	string	—	—	—
number	string	—	—	—
sitedbid	integer	—	—	—
switchspecificity	integer	—	—	—

Name	Type	Description	Default	Values
override	string	—	—	—
useoverride	string	—	—	CfgFlag
dnloginid	string	—	—	—

<cfg:createObject> with type="CfgDNGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgDNGroupType

Supported List Names

Name	Type	Description	Default	Values
dns	<cfg:dninfo>	—	—	—
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routednids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

<cfg:createObject> with type="CfgEnumerator"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgEnumeratorType

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState
displayname	string	—	—	—

<cfg:createObject> with type="CfgEnumeratorValue"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
enumeratordbid	integer	—	—	—

Name	Type	Description	Default	Values
isdefault	string	—	—	CfgFlag
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—
displayname	string	—	—	—

<cfg:createObject> with type="CfgField"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

<cfg:createObject> with type="CfgFilter"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState
formatdbid	integer	—	—	—

<cfg:createObject> with type="CfgFolder"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgObjectType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—
objectids	<cfg:idtype>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ownerdbid	integer	—	—	—
ownertype	string	—	—	CfgObjectType
customtype	integer	—	—	—
description	string	—	—	—
folderclass	string	—	—	CfgFolderClass

<cfg:createObject> with type="CfgFormat"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
felddbids	<cfg:id>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:createObject> with type="CfgGVPIVRProfile"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRProfileType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
diddbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—
notes	string	—	—	—
displayname	string	—	—	—

<cfg:createObject> with type="CfgHost"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgHostType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
lcaport	string	—	—	—
state	string	—	—	CfgObjectState
ipaddress	string	—	—	—
ostype	string	—	—	CfgOSType
osversion	string	—	—	—
scsdbid	integer	—	—	—

<cfg:createObject> with type="CfgIVR"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ivrserverdbid	integer	—	—	—
version	string	—	—	—
description	string	—	—	—

<cfg:createObject> with type="CfgIVRPort"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
dndbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ivrdbid	integer	—	—	—
portnumber	string	—	—	—
description	string	—	—	—

<cfg:createObject> with type="CfgObjectiveTable"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgObjectiveTableType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
objectiverecords	<cfg:objectivetablerecord>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
timezonedbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
prepaidcost	integer	—	—	—
description	string	—	—	—

<cfg:createObject> with type="CfgPerson"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Name	Type	Description	Default	Values
skilllevels	<cfg:skilllevel>	—	—	—
agentlogins	<cfg:agentlogininfo>	—	—	—
appranks	<cfg:apprank>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
employeeid	string	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
lastname	string	—	—	—
firstname	string	—	—	—
password	string	—	—	—
isagent	string	—	—	CfgFlag
placedbid	integer	—	—	—
capacityruledbid	integer	—	—	—
sitedbid	integer	—	—	—
contractdbid	integer	—	—	—
username	string	—	—	—
externalid	string	—	—	—
emailaddress	string	—	—	—
isexternalauth	string	—	—	CfgFlag

<cfg:createObject> with type="CfgPhysicalSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgSwitchType

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:createObject> with type="CfgPlace"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
dndbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—

<cfg:createObject> with type="CfgPlaceGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
placedbids	<cfg:id>	—	—	—
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routedn dbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

<cfg:createObject> with type="CfgRole"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
members	<cfg:idtype>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:createObject> with type="CfgScript"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgScriptType

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
index	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:createObject> with type="CfgService"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgSolutionType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
componentdefinitions	<cfg:componentdefinition>	—	—	—
userproperties	<cfg:property>	—	—	—
components	<cfg:component>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
assignedtenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
startuptype	string	—	—	CfgStartupType
version	string	—	—	—
scsdbid	integer	—	—	—

<cfg:createObject> with type="CfgSkill"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:createObject > with type="CfgStatDay"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgStatDayType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—
statintervals	<cfg:statinterval>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
endtime	integer	—	—	—
minvalue	integer	—	—	—
starttime	integer	—	—	—
folderid	integer	—	—	—
targetvalue	integer	—	—	—
maxvalue	integer	—	—	—
state	string	—	—	CfgObjectState
intervallength	integer	—	—	—
flatrate	integer	—	—	—
useflatrate	string	—	—	CfgFlag
isdayofweek	string	—	—	CfgFlag
day	integer	—	—	—

<cfg:createObject> with type="CfgStatTable"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgStatTableType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
statdaydbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
agenthourlyrate	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
flatrate	integer	—	—	—
waitthreshold	integer	—	—	—
useflatrate	string	—	—	CfgFlag

<cfg:createObject> with type="CfgSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—
switchaccesscodes	<cfg:switchaccesscode>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
dnrage	string	—	—	—
state	string	—	—	CfgObjectState
tserverdbid	integer	—	—	—
physswitchdbid	integer	—	—	—
linktype	string	—	—	CfgLinkType

<cfg:createObject> with type="CfgTableAccess"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
updatetimeout	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
iscachable	string	—	—	CfgFlag
formatdbid	integer	—	—	—
dbtablename	string	—	—	—
description	string	—	—	—
dbaccessdbid	integer	—	—	—

<cfg:createObject> with type="CfgTenant"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
isserviceprovider	string	—	—	CfgFlag
defaultcapacityruledbid	integer	—	—	—
chargeablenumber	string	—	—	—
defaultcontractdbid	integer	—	—	—
state	string	—	—	CfgObjectState
password	string	—	—	—
parenttenantdbid	integer	—	—	—

<cfg:createObject> with type="CfgTimeZone"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
dstoffset	integer	—	—	—
state	string	—	—	CfgObjectState
namenetscape	string	—	—	—
namemsexplorer	string	—	—	—
description	string	—	—	—
isdstobserved	string	—	—	CfgFlag
offset	integer	—	—	—

<cfg:createObject> with type="CfgTransaction"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTransactionType
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
alias	string	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
recordperiod	integer	—	—	—
description	string	—	—	—

<cfg:createObject> with type="CfgTreatment"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgCallActionCode
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
increment	integer	—	—	—
range	integer	—	—	—
interval	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
cycleattempt	integer	—	—	—
reactioncode	string	—	—	CfgRecActionCode
description	string	—	—	—
attempts	integer	—	—	—
destdndbid	integer	—	—	—
callresult	string	—	—	GctiCallState

<cfg:createObject> with type="CfgVoicePrompt"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
switchdbid	integer	—	—	—
scriptdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—

<cfg:readObject>

Use <cfg:readObject> to read a configuration object. The child element <cfg:query> can select which object to read.

This action implies that only one object is to be read. If more than one object is to be read or searched, use the <cfg:queryObjects> element to return a list of configuration objects.

Child Elements

- <cfg:list>
- <cfg:parameter>
- <cfg:query>

<cfg:readObject> with type="CfgAccessGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
persondbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
dbid	integer	—	—	—
name	string	—	—	—

<cfg:readObject> with type="CfgActionCode"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:readObject> with type="CfgAgentGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
persondbid	integer	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
state	string	—	—	CfgObjectState
name	string	—	—	—
tenantdbid	integer	—	—	—
dbid	integer	—	—	—

<cfg:readObject> with type="CfgAgentLogin"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
nopersondbid	integer	—	—	—
logincode	string	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgAlarmCondition"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:readObject> with **type="CfgApplication"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
accountdbid	integer	—	—	—
accounttype	string	—	—	CfgObjectType
appprototypedbid	integer	—	—	—
subtype	string	—	—	CfgAppType
backupserverdbid	integer	—	—	—
dbid	integer	—	—	—
hostdbid	integer	—	—	—
isserver	string	—	—	CfgFlag
name	string	—	—	—
noclientdbid	integer	—	—	—
noswitchdbid	integer	—	—	—
port	integer	—	—	—
primaryserverdbid	integer	—	—	—
samehostandport	integer	—	—	—
serverdbid	integer	—	—	—
startuptype	string	—	—	CfgStartupType
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
version	string	—	—	—

<cfg:readObject> with type="CfgAppPrototype"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
subtype	string	—	—	CfgAppType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
version	string	—	—	—

<cfg:readObject> with type="CfgCallingList"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
filterdbid	integer	—	—	—

Name	Type	Description	Default	Values
logtableaccessdbid	integer	—	—	—
name	string	—	—	—
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tableaccessdbid	integer	—	—	—
tenantdbid	integer	—	—	—
treatmentdbid	integer	—	—	—

<cfg:readObject> with type="CfgCampaignGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
campaigndbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgCampaign"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
callinglistdbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
name	string	—	—	—

<cfg:readObject> with type="CfgDNGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNGroupType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
subtype	string	—	—	CfgDNGroupType
name	string	—	—	—
state	string	—	—	CfgObjectState

Name	Type	Description	Default	Values
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgDN"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
association	string	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
number	string	—	—	—
subtype	string	—	—	CfgDNType
groupdbid	integer	—	—	—
ivrdbid	integer	—	—	—
name	string	—	—	—
noplacedbid	integer	—	—	—
placedbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgEnumerator"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgEnumeratorType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
displayname	string	—	—	—
subtype	string	—	—	CfgEnumeratorType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgEnumeratorValue"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultvalue	string	—	—	CfgFlag
displayname	string	—	—	—
enumeratordbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgField"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgDataType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
fieldtype	string	—	—	CfgFieldType
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgDataType

<cfg:readObject> with type="CfgFilter"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgFolder"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultfolder	string	—	—	CfgFolderClass
folderclass	string	—	—	CfgFolderClass
name	string	—	—	—
objectdbid	integer	—	—	—
objecttype	string	—	—	CfgObjectType
ownerdbid	integer	—	—	—
ownertype	string	—	—	CfgObjectType
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgFormat"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
fielddbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgGVPIVRProfile"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
dbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
name	string	—	—	—

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgHost"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgHostType
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
subtype	string	—	—	CfgHostType
name	string	—	—	—
ostype	string	—	—	CfgOSType
scsdbid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:readObject> with type="CfgIVRPort"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
ivrdbid	integer	—	—	—
portnumber	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgIVR"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
ivrserverdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType

<cfg:readObject> with type="CfgObjectiveTable"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgPerson"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
employeeid	string	—	—	—
firstname	string	—	—	—
isagent	string	—	—	CfgFlag
lastname	string	—	—	—
loginbid	integer	—	—	—
nologinbid	integer	—	—	—

Name	Type	Description	Default	Values
noplacedbid	integer	—	—	—
skilldbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
username	string	—	—	—
name	string	—	—	—

<cfg:readObject> with type="CfgPhysicalSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:readObject> with type="CfgPlaceGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
placedbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgPlace"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
nodndbid	integer	—	—	—
persondbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgRole"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
rbacappns	string	—	—	—
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgScript"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgScriptType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
capacityagentdbid	integer	—	—	—

Name	Type	Description	Default	Values
capacityagentgroupdbid	integer	—	—	—
capacityplacedbid	integer	—	—	—
capacityplacegroupdbid	integer	—	—	—
capacitytenantdbid	integer	—	—	—
dbid	integer	—	—	—
excludebytecode	string	—	—	CfgFlag
excludelongstrings	string	—	—	CfgFlag
name	string	—	—	—
subtype	string	—	—	CfgScriptType
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgService"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgSolutionType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
name	string	—	—	—
scsdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgSolutionType

<cfg:readObject> with `type="CfgSkill"`

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with `type="CfgStatDay"`

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatDayType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
subtype	string	—	—	CfgStatDayType
state	string	—	—	CfgObjectState
tabledbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgStatTable"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatTableType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
statdaydbid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgStatTableType
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
tserverdbid	integer	—	—	—

<cfg:readObject> with type="CfgTableAccess"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbaccessdbid	integer	—	—	—
dbid	integer	—	—	—
dbtablename	string	—	—	—
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
subtype	string	—	—	CfgTableType

<cfg:readObject> with type="CfgTenant"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
alltenants	string	If included, regardless of value, returns the root tenant in the resultset. If excluded, the root tenant is not returned in the resultset.	—	CfgFlag
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:readObject> with type="CfgTimeZone"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
namemsexplorer	string	—	—	—
namenetscape	string	—	—	—
offset	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgTransaction"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgTransactionType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgTransactionType
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgTreatment"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
callactioncode	string	—	—	CfgCallActionCode
callresult	string	—	—	—
dbid	integer	—	—	—
destdndbid	integer	—	—	—
name	string	—	—	—
reactioncode	string	—	—	CfgRecActionCode
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:readObject> with type="CfgVoicePrompt"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:updateObject>

Use <cfg:updateObject> to update a configuration object. If you are not sure that the object you want to update already exists, use attribute createonupdate="true".

Child Elements

- <cfg:list>
- <cfg:parameter>
- <cfg:query>

<cfg:updateObject> with type="CfgActionCode"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgActionCodeType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
subcodes	<cfg:subcode>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgAccessGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgAccessGroupType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routedn dbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
memberids	<cfg:idtype>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—

Name	Type	Description	Default	Values
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
persondbid	integer	—	—	—
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgAgentGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
agentdbids	<cfg:id>	—	—	—
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routednbbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Name	Type	Description	Default	Values
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
persondbid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgAgentLogin"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
switchdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
password	string	—	—	—
switchspecificitytype	integer	—	—	—
override	string	—	—	—
logincode	string	—	—	—
useoverride	string	—	—	CfgFlag

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
logincode	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
nopersondbid	integer	—	—	—

<cfg:updateObject> with type="CfgAlarmCondition"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
reactionscripodbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Name	Type	Description	Default	Values
clearancescriptdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
appdbid	integer	—	—	—
apptype	string	—	—	CfgAppType
selectionmode	string	—	—	CfgSelectionMode
alarmdetectlogeventid	integer	—	—	—
alarmdetectscriptdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
clearancetimeout	integer	—	—	—
category	string	—	—	CfgAlarmCategory
description	string	—	—	—
ismasked	string	—	—	CfgFlag
alarmremovallogeventid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with **type="CfgApplication"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—

Name	Type	Description	Default	Values
tenantdbid	integer	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
appservers	<cfg:conninfo>	—	—	—
portinfos	<cfg:portinfo>	—	—	—
userproperties	<cfg:property>	—	—	—
tenantdbids	<cfg:id>	—	—	—
options	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
flexibleproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
port	string	—	—	—
backupserverdbid	integer	—	—	—
attempts	integer	—	—	—
hostdbid	integer	—	—	—
timeout	integer	—	—	—
commandline	string	—	—	—
state	string	—	—	CfgObjectState
appprototypedbid	integer	—	—	—
password	string	—	—	—
shutdowntimeout	integer	—	—	—
version	string	—	—	—
workdirectory	string	—	—	—
redundancytype	string	—	—	CfgHAType
componenttype	string	—	—	CfgAppComponentType
folderid	integer	—	—	—
isprimary	string	—	—	CfgFlag
startuptimeout	integer	—	—	—
commandlinearguments	string	—	—	—
autorestart	string	—	—	CfgFlag

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
port	string	—	—	—
backupserverdbid	integer	—	—	—
hostdbid	integer	—	—	—
state	string	—	—	CfgObjectState
appprototypedbid	integer	—	—	—
subtype	string	—	—	CfgAppType
version	string	—	—	—
name	string	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
accountdbid	integer	—	—	—
accounttype	string	—	—	CfgObjectType
dbid	integer	—	—	—
isserver	string	—	—	CfgFlag
noclientdbid	integer	—	—	—
noswitchdbid	integer	—	—	—
primaryserverdbid	integer	—	—	—
samehostandport	integer	—	—	—
serverdbid	integer	—	—	—
startuptype	string	—	—	CfgStartupType
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:updateObject> with type="CfgAppPrototype"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgAppType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
options	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
version	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgAppType
version	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgCallingList"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
treatmentdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
maxattempts	integer	—	—	—
filterdbid	integer	—	—	—
folderid	integer	—	—	—
scriptdbid	integer	—	—	—
timeuntil	integer	—	—	—
state	string	—	—	CfgObjectState
tableaccessdbid	integer	—	—	—
description	string	—	—	—
logtableaccessdbid	integer	—	—	—
timefrom	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
filterdbid	integer	—	—	—
folderid	integer	—	—	—
scriptdbid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tableaccessdbid	integer	—	—	—
name	string	—	—	—
logtableaccessdbid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
treatmentdbid	integer	—	—	—

<cfg:updateObject> with **type="CfgCampaign"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
callinglists	<cfg:callinglistinfo>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
scriptdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
tenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
callinglistdbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—

<cfg:updateObject> with type="CfgCampaignGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgObjectType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
serverdbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
optmethodvalue	integer	—	—	—
numofchannels	integer	—	—	—
interactionqueuedbid	integer	—	—	—
description	string	—	—	—
minrecbuffsize	integer	—	—	—
groupdbid	integer	—	—	—
optmethod	string	—	—	CfgOptimizationMethod
origdndbid	integer	—	—	—
folderid	integer	—	—	—
dialmode	string	—	—	CfgDialMode
operationmode	string	—	—	CfgOperationMode
optrecbuffsize	integer	—	—	—
ivrprofiledbid	integer	—	—	—
campaigndbid	integer	—	—	—
trunkgroupdndbid	integer	—	—	—
maxqueueize	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
state	string	—	—	CfgObjectState
name	string	—	—	—
groupdbid	integer	—	—	—
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
campaigndbid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgDN"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNType
name	string	—	—	—
tenantdbid	integer	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
destdnbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
accessnumbers	<cfg:dnaccessnumber>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
registerall	string	—	—	CfgDNRegisterFlag
state	string	—	—	CfgObjectState
contractdbid	integer	—	—	—
routetype	string	—	—	CfgRouteType

Name	Type	Description	Default	Values
trunks	integer	—	—	—
groupdbid	integer	—	—	—
switchdbid	integer	—	—	—
folderid	integer	—	—	—
association	string	—	—	—
number	string	—	—	—
sitedbid	integer	—	—	—
switchspecificitytype	integer	—	—	—
override	string	—	—	—
useoverride	string	—	—	CfgFlag
dnloginid	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgDNType
name	string	—	—	—
groupdbid	integer	—	—	—
switchdbid	integer	—	—	—
folderid	integer	—	—	—
association	string	—	—	—
tenantdbid	integer	—	—	—
number	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
ivrdbid	integer	—	—	—
noplacedbid	integer	—	—	—
placedbid	integer	—	—	—

<cfg:updateObject> with type="CfgDNGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgDNGroupType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
dns	<cfg:dninfo>	—	—	—
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routednbbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
subtype	string	—	—	CfgDNGroupType
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—

<cfg:updateObject> with type="CfgEnumerator"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgEnumeratorType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState
displayname	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgEnumeratorType
displayname	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgEnumeratorValue"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
enumeratordbid	integer	—	—	—
isdefault	string	—	—	CfgFlag
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—
displayname	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
enumeratordbid	integer	—	—	—
tenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
displayname	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

Name	Type	Description	Default	Values
defaultvalue	string	—	—	CfgFlag

<cfg:updateObject> with type="CfgField"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

<cfg:updateObject> with type="CfgFilter"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState
formatdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
formatdbid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

<cfg:updateObject> with type="CfgFolder"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgObjectType
name	string	—	—	—
tenantdbid	integer	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—
objectids	<cfg:idtype>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ownerdbid	integer	—	—	—
ownertype	string	—	—	CfgObjectType
customtype	integer	—	—	—
description	string	—	—	—

Name	Type	Description	Default	Values
folderclass	string	—	—	CfgFolderClass

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ownerdbid	integer	—	—	—
ownertype	string	—	—	CfgObjectType
subtype	string	—	—	CfgObjectType
name	string	—	—	—
folderclass	string	—	—	CfgFolderClass
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultfolder	string	—	—	CfgFolderClass
objectdbid	integer	—	—	—
objecttype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

<cfg:updateObject> with type="CfgFormat"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
fielddbids	<cfg:id>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
fielddbid	integer	—	—	—

<cfg:updateObject> with type="CfgGVPIVRProfile"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRProfileType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
diddbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—
notes	string	—	—	—
displayname	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
dbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

<cfg:updateObject> with type="CfgHost"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgHostType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
lcaport	string	—	—	—
state	string	—	—	CfgObjectState
ipaddress	string	—	—	—
ostype	string	—	—	CfgOSType
osversion	string	—	—	—
scsdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgHostType
ostype	string	—	—	CfgOSType
scsdbid	integer	—	—	—
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgIVR"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ivrserverdbid	integer	—	—	—
version	string	—	—	—
description	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
tenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgIVRType
ivrserverdbid	integer	—	—	—
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgIVRPort"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
dndbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ivrdbid	integer	—	—	—
portnumber	string	—	—	—
description	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
tenantdbid	integer	—	—	—
dndbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
ivrdbid	integer	—	—	—
portnumber	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with **type="CfgObjectiveTable"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgObjectiveTableType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
objectiverecords	<cfg:objectivetablerecord>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
timezonebid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
prepaidcost	integer	—	—	—
description	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgPerson"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—
skilllevels	<cfg:skilllevel>	—	—	—
agentlogins	<cfg:agentlogininfo>	—	—	—
appranks	<cfg:apprank>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
employeeid	string	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
lastname	string	—	—	—
firstname	string	—	—	—
password	string	—	—	—
isagent	string	—	—	CfgFlag
placedbid	integer	—	—	—
capacityruledbid	integer	—	—	—
sitedbid	integer	—	—	—
contractdbid	integer	—	—	—
username	string	—	—	—
externalid	string	—	—	—
emailaddress	string	—	—	—
isexternalauth	string	—	—	CfgFlag

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
employeeid	string	—	—	—
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
lastname	string	—	—	—
firstname	string	—	—	—
isagent	string	—	—	CfgFlag
username	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

Name	Type	Description	Default	Values
dbid	integer	—	—	—
logindbid	integer	—	—	—
nologindbid	integer	—	—	—
noplacedbid	integer	—	—	—
skilldbdbid	integer	—	—	—
switchdbid	integer	—	—	—
name	string	—	—	—

<cfg:updateObject> with type="CfgPhysicalSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgSwitchType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—

<cfg:updateObject> with type="CfgPlace"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
dndbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
contractdbid	integer	—	—	—
capacityruledbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
groupdbid	integer	—	—	—
nodndbid	integer	—	—	—
persondbid	integer	—	—	—

<cfg:updateObject> with type="CfgPlaceGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
placedbids	<cfg:id>	—	—	—
managerdbids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—
routedndbids	<cfg:id>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
sitedbid	integer	—	—	—
quotatabledbid	integer	—	—	—
contractdbid	integer	—	—	—

Name	Type	Description	Default	Values
capacityruledbid	integer	—	—	—
capacitytabledbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
placedbid	integer	—	—	—

<cfg:updateObject> with type="CfgRole"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
members	<cfg:idtype>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
description	string	—	—	—
state	string	—	—	CfgObjectState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
rbacappns	string	—	—	—

`<cfg:updateObject>` with `type="CfgScript"`

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgScriptType
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<code><cfg:property></code>	—	—	—
resources	<code><cfg:resource></code>	—	—	—
accountpermissions	<code><cfg:permission></code>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
index	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgScriptType
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
capacityagentdbid	integer	—	—	—
capacityagentgroupdbid	integer	—	—	—
capacityplacedbid	integer	—	—	—
capacityplacegroupdbid	integer	—	—	—
capacitytenantdbid	integer	—	—	—
dbid	integer	—	—	—
excludebytecode	string	—	—	CfgFlag
excludelongstrings	string	—	—	CfgFlag

<cfg:updateObject> with **type="CfgService"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgSolutionType
name	string	—	—	—
tenantdbid	integer	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
resources	<cfg:resource>	—	—	—
accountpermissions	<cfg:permission>	—	—	—
componentdefinitions	<cfg:componentdefinition>	—	—	—
userproperties	<cfg:property>	—	—	—
components	<cfg:component>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
assignedtenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Name	Type	Description	Default	Values
startuptype	string	—	—	CfgStartupType
version	string	—	—	—
scsdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
subtype	string	—	—	CfgSolutionType
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
scsdbid	integer	—	—	—
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:updateObject> with **type="CfgSkill"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
accountpermissions	<cfg:permission>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
state	string	—	—	CfgObjectState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
state	string	—	—	CfgObjectState
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgStatDay"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgStatDayType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—

Name	Type	Description	Default	Values
userproperties	<cfg:property>	—	—	—
statintervals	<cfg:statinterval>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
endtime	integer	—	—	—
minvalue	integer	—	—	—
starttime	integer	—	—	—
folderid	integer	—	—	—
targetvalue	integer	—	—	—
maxvalue	integer	—	—	—
state	string	—	—	CfgObjectState
intervallength	integer	—	—	—
flatrate	integer	—	—	—
useflatrate	string	—	—	CfgFlag
isdayofweek	string	—	—	CfgFlag
day	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes

Name	Type	Description	Default	Values
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgStatDayType
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
tabledbid	integer	—	—	—

<cfg:updateObject> with type="CfgStatTable"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgStatTableType
name	string	—	—	—
createonupdate	Boolean	—	—	—

Name	Type	Description	Default	Values
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
statdaybids	<cfg:id>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
agenthourlyrate	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
flatrate	integer	—	—	—
waitthreshold	integer	—	—	—
useflatrate	string	—	—	CfgFlag

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgStatTableType
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
groupbid	integer	—	—	—
statdaybid	integer	—	—	—

<cfg:updateObject> with **type="CfgSwitch"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—
switchaccesscodes	<cfg:switchaccesscode>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
dnrange	string	—	—	—
state	string	—	—	CfgObjectState
tserverdbid	integer	—	—	—
physswitchdbid	integer	—	—	—
linktype	string	—	—	CfgLinkType

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tserverdbid	integer	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgTableAccess"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
updatetimeout	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
iscachable	string	—	—	CfgFlag
formatdbid	integer	—	—	—
dbtablename	string	—	—	—
description	string	—	—	—
dbaccessdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgTableType
formatdbid	integer	—	—	—
dbtablename	string	—	—	—
name	string	—	—	—
dbaccessdbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgTenant"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—

Name	Type	Description	Default	Values
isserviceprovider	string	—	—	CfgFlag
defaultcapacityruledbid	integer	—	—	—
chargeablenumber	string	—	—	—
defaultcontractdbid	integer	—	—	—
state	string	—	—	CfgObjectState
password	string	—	—	—
parenttenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
alltenants	string	If included, regardless of value, returns the root tenant in the resultset. If excluded, the root tenant is not returned in the resultset.	—	CfgFlag
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgTimeZone"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
dstoffset	integer	—	—	—
state	string	—	—	CfgObjectState
namenetscape	string	—	—	—
namemsexplorer	string	—	—	—

Name	Type	Description	Default	Values
description	string	—	—	—
isdstobserved	string	—	—	CfgFlag
offset	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
namenetscape	string	—	—	—
namemexplorer	string	—	—	—
name	string	—	—	—
offset	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with **type="CfgTransaction"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTransactionType
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
alias	string	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
recordperiod	integer	—	—	—
description	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
tenantdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgTransactionType
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgTreatment"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgCallActionCode
name	string	—	—	—
createonupdate	Boolean	—	—	—

Name	Type	Description	Default	Values
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
increment	integer	—	—	—
range	integer	—	—	—
interval	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
cycleattempt	integer	—	—	—
reactioncode	string	—	—	CfgRecActionCode
description	string	—	—	—
attempts	integer	—	—	—
destdndbid	integer	—	—	—
callresult	string	—	—	GctiCallState

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
folderid	integer	—	—	—
tenantdbid	integer	—	—	—
state	string	—	—	CfgObjectState
reactioncode	string	—	—	CfgRecActionCode
name	string	—	—	—
destdndbid	integer	—	—	—
callresult	string	—	—	GctiCallState
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
callactioncode	string	—	—	CfgCallActionCode
dbid	integer	—	—	—

<cfg:updateObject> with type="CfgVoicePrompt"</t>

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
createonupdate	Boolean	—	—	—
mode	string	—	—	merge, clear

Supported List Names

Name	Type	Description	Default	Values
accountpermissions	<cfg:permission>	—	—	—
userproperties	<cfg:property>	—	—	—

Supported Parameter Names

Name	Type	Description	Default	Values
switchdbid	integer	—	—	—
scriptdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
description	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
type	string	—	—	SupportedTypes
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
scriptdbid	integer	—	—	—
folderid	integer	—	—	—
state	string	—	—	CfgObjectState
name	string	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

<cfg:deleteObject>

Use <cfg:deleteObject> to delete a configuration object.

Child Elements

- <cfg:list>
- <cfg:parameter>
- <cfg:query>

<cfg:deleteObject> with type="CfgAccessGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
persondbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
dbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—

<cfg:deleteObject> with **type="CfgActionCode"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:deleteObject> with type="CfgAgentGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
persondbid	integer	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
state	string	—	—	CfgObjectState
name	string	—	—	—
tenantdbid	integer	—	—	—
dbid	integer	—	—	—

<cfg:deleteObject> with type="CfgAgentLogin"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
nopersondbid	integer	—	—	—
logincode	string	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgAlarmCondition"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:deleteObject> with **type="CfgApplication"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
accountdbid	integer	—	—	—
accounttype	string	—	—	CfgObjectType
apprototypedbid	integer	—	—	—
subtype	string	—	—	CfgAppType
backupserverdbid	integer	—	—	—
dbid	integer	—	—	—
hostdbid	integer	—	—	—
isserver	string	—	—	CfgFlag
name	string	—	—	—
noclientdbid	integer	—	—	—
noswitchdbid	integer	—	—	—
port	integer	—	—	—
primaryserverdbid	integer	—	—	—
samehostandport	integer	—	—	—
serverdbid	integer	—	—	—

Name	Type	Description	Default	Values
startuptype	string	—	—	CfgStartupType
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
version	string	—	—	—

`<cfg:deleteObject>` with `type="CfgAppPrototype"`

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
subtype	string	—	—	CfgAppType

Name	Type	Description	Default	Values
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
version	string	—	—	—

<cfg:deleteObject> with **type="CfgCallingList"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
filterdbid	integer	—	—	—

Name	Type	Description	Default	Values
logtableaccessdbid	integer	—	—	—
name	string	—	—	—
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tableaccessdbid	integer	—	—	—
tenantdbid	integer	—	—	—
treatmentdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgCampaignGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
campaigndbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgCampaign"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
callinglistdbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
name	string	—	—	—

<cfg:deleteObject> with type="CfgDNGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNGroupType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
subtype	string	—	—	CfgDNGroupType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgDN"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
association	string	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
number	string	—	—	—
subtype	string	—	—	CfgDNType
groupdbid	integer	—	—	—
ivrdbid	integer	—	—	—
name	string	—	—	—
noplacedbid	integer	—	—	—
placedbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgEnumerator"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgEnumeratorType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
displayname	string	—	—	—
subtype	string	—	—	CfgEnumeratorType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgEnumeratorValue"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultvalue	string	—	—	CfgFlag
displayname	string	—	—	—
enumeratordbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgField"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgDataType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
fieldtype	string	—	—	CfgFieldType
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgDataType

<cfg:deleteObject> with **type="CfgFilter"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgFolder"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
subtype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultfolder	string	—	—	CfgFolderClass
folderclass	string	—	—	CfgFolderClass
name	string	—	—	—
objectdbid	integer	—	—	—
objecttype	string	—	—	CfgObjectType
ownerdbid	integer	—	—	—
ownertype	string	—	—	CfgObjectType
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgFormat"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
fielddbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgGVPIVRProfile"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
dbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgHost"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
subtype	string	—	—	CfgHostType
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
subtype	string	—	—	CfgHostType
name	string	—	—	—
ostype	string	—	—	CfgOSType
scsdbid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:deleteObject> with **type="CfgIVRPort"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
ivrdbid	integer	—	—	—
portnumber	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgIVR"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
ivrserverdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType

<cfg:deleteObject> with **type="CfgObjectiveTable"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgPerson"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
employeeid	string	—	—	—
firstname	string	—	—	—
isagent	string	—	—	CfgFlag
lastname	string	—	—	—
logindbid	integer	—	—	—
nologindbid	integer	—	—	—
noplacedbid	integer	—	—	—
skilldbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
username	string	—	—	—
name	string	—	—	—

<cfg:deleteObject> with type="CfgPhysicalSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:deleteObject> with type="CfgPlaceGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
placedbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgPlace"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
nodndbid	integer	—	—	—
persondbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgRole"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
rbacappns	string	—	—	—
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgScript"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgScriptType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
capacityagentdbid	integer	—	—	—
capacityagentgroupdbid	integer	—	—	—
capacityplacedbid	integer	—	—	—
capacityplacegroupdbid	integer	—	—	—
capacitytenantdbid	integer	—	—	—
dbid	integer	—	—	—
excludebytecode	string	—	—	CfgFlag
excludelongstrings	string	—	—	CfgFlag
name	string	—	—	—
subtype	string	—	—	CfgScriptType

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgService"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgSolutionType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
scsdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgSolutionType

<cfg:deleteObject> with **type="CfgSkill"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgStatDay"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatDayType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatDayType

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tabledbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgStatTable"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatTableType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
groupbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
statdaydbid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgStatTableType
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
tserverdbid	integer	—	—	—

<cfg:deleteObject> with **type="CfgTableAccess"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbaccessdbid	integer	—	—	—

Name	Type	Description	Default	Values
dbid	integer	—	—	—
dbtablename	string	—	—	—
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType

<cfg:deleteObject> with type="CfgTenant"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

Name	Type	Description	Default	Values
alltenants	string	If included, regardless of value, returns the root tenant in the resultset. If excluded, the root tenant is not returned in the resultset.	—	CfgFlag
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:deleteObject> with **type="CfgTimeZone"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

Name	Type	Description	Default	Values
dbid	integer	—	—	—
name	string	—	—	—
namemsexplorer	string	—	—	—
namenetscape	string	—	—	—
offset	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgTransaction"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgTransactionType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgTransactionType
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgTreatment"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
callactioncode	string	—	—	CfgCallActionCode
callresult	string	—	—	—
dbid	integer	—	—	—
destndbid	integer	—	—	—
name	string	—	—	—
reactioncode	string	—	—	CfgRecActionCode
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:deleteObject> with type="CfgVoicePrompt"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:queryObjects>

Use <cfg:queryObjects> to query for a list of configuration objects by using filter or query criteria that is specified in the <cfg:query> element.

Child Elements

- <cfg:list>
- <cfg:parameter>
- <cfg:query>

<cfg:queryObjects> with type="CfgAccessGroup"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
persondbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

Name	Type	Description	Default	Values
dbid	integer	—	—	—
name	string	—	—	—

<cfg:queryObjects> with **type="CfgActionCode"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:queryObjects> with **type="CfgAgentGroup"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
persondbid	integer	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
state	string	—	—	CfgObjectState
name	string	—	—	—
tenantdbid	integer	—	—	—
dbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgAgentLogin"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
nopersondbid	integer	—	—	—
logincode	string	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:queryObjects >with **type="CfgAlarmCondition"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:queryObjects> with **type="CfgApplication"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
accountdbid	integer	—	—	—
accounttype	string	—	—	CfgObjectType
apprototypedbid	integer	—	—	—
subtype	string	—	—	CfgAppType
backupserverdbid	integer	—	—	—
dbid	integer	—	—	—
hostdbid	integer	—	—	—
isserver	string	—	—	CfgFlag
name	string	—	—	—
noclientdbid	integer	—	—	—
noswitchdbid	integer	—	—	—
port	integer	—	—	—
primaryserverdbid	integer	—	—	—
samehostandport	integer	—	—	—
serverdbid	integer	—	—	—

Name	Type	Description	Default	Values
startuptype	string	—	—	CfgStartupType
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
version	string	—	—	—

<cfg:queryObjects> with type="CfgAppPrototype"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgAppType
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
subtype	string	—	—	CfgAppType

Name	Type	Description	Default	Values
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
version	string	—	—	—

<cfg:queryObjects> with **type="CfgCallingList"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
filterdbid	integer	—	—	—

Name	Type	Description	Default	Values
logtableaccessdbid	integer	—	—	—
name	string	—	—	—
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tableaccessdbid	integer	—	—	—
tenantdbid	integer	—	—	—
treatmentdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgCampaignGroup"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
campaigndbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with type="CfgCampaign"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
callinglistdbid	integer	—	—	—
dbid	integer	—	—	—
groupdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
name	string	—	—	—

<cfg:queryObjects> with **type="CfgDNGroup"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNGroupType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
subtype	string	—	—	CfgDNGroupType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgDN"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgDNType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
association	string	—	—	—
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
number	string	—	—	—
subtype	string	—	—	CfgDNType
groupdbid	integer	—	—	—
ivrdbid	integer	—	—	—
name	string	—	—	—
noplacedbid	integer	—	—	—
placedbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgEnumerator"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
subtype	string	—	—	CfgEnumeratorType
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
displayname	string	—	—	—
subtype	string	—	—	CfgEnumeratorType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgEnumeratorValue"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultvalue	string	—	—	CfgFlag
displayname	string	—	—	—
enumeratordbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgField"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgDataType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
fieldtype	string	—	—	CfgFieldType
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgDataType

<cfg:queryObjects> with **type="CfgFilter"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgFolder"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
subtype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
defaultfolder	string	—	—	CfgFolderClass
folderclass	string	—	—	CfgFolderClass
name	string	—	—	—
objectdbid	integer	—	—	—
objecttype	string	—	—	CfgObjectType
ownerdbid	integer	—	—	—
ownertype	string	—	—	CfgObjectType
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgObjectType
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgFormat"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
fielddbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgGVPIVRProfile"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
dbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgHost"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
subtype	string	—	—	CfgHostType
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
subtype	string	—	—	CfgHostType
name	string	—	—	—
ostype	string	—	—	CfgOSType
scsdbid	integer	—	—	—
state	string	—	—	CfgObjectState

<cfg:queryObjects> with **type="CfgIVRPort"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
ivrdbid	integer	—	—	—
portnumber	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgIVR"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
ivrserverdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgIVRType

<cfg:queryObjects> with **type="CfgObjectiveTable"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgPerson"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
tenantdbid	integer	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
employeeid	string	—	—	—
firstname	string	—	—	—
isagent	string	—	—	CfgFlag
lastname	string	—	—	—
logindbid	integer	—	—	—
nologindbid	integer	—	—	—
noplacedbid	integer	—	—	—
skilldbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—
username	string	—	—	—
name	string	—	—	—

<cfg:queryObjects> with **type="CfgPhysicalSwitch"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:queryObjects> with **type="CfgPlaceGroup"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
placedbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgPlace"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
dndbid	integer	—	—	—
groupdbid	integer	—	—	—
name	string	—	—	—
nodndbid	integer	—	—	—
persondbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgRole"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
rbacappns	string	—	—	—
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgScript"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—

Name	Type	Description	Default	Values
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgScriptType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
capacityagentdbid	integer	—	—	—
capacityagentgroupdbid	integer	—	—	—
capacityplacedbid	integer	—	—	—
capacityplacegroupdbid	integer	—	—	—
capacitytenantdbid	integer	—	—	—
dbid	integer	—	—	—
excludebytecode	string	—	—	CfgFlag
excludelongstrings	string	—	—	CfgFlag
name	string	—	—	—
subtype	string	—	—	CfgScriptType

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with type="CfgService"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgSolutionType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
folderdbid	integer	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
scsdbid	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgScriptType

<cfg:queryObjects> with **type="CfgSkill"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with type="CfgStatDay"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatDayType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatDayType

Name	Type	Description	Default	Values
state	string	—	—	CfgObjectState
tabledbid	integer	—	—	—
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgStatTable"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgStatTableType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
groupbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
statdaydbid	integer	—	—	—
state	string	—	—	CfgObjectState
subtype	string	—	—	CfgStatTableType
tenantdbid	integer	—	—	—

<cfg:queryObjects> with type="CfgSwitch"

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—

Name	Type	Description	Default	Values
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
tserverdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgTableAccess"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbaccessdbid	integer	—	—	—

Name	Type	Description	Default	Values
dbid	integer	—	—	—
dbtablename	string	—	—	—
formatdbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—
subtype	string	—	—	CfgTableType

<cfg:queryObjects> with **type="CfgTenant"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

Name	Type	Description	Default	Values
alltenants	string	If included, regardless of value, returns the root tenant in the resultset. If excluded, the root tenant is not returned in the resultset.	—	CfgFlag
dbid	integer	—	—	—
name	string	—	—	—
state	string	—	—	CfgObjectState

<cfg:queryObjects> with **type="CfgTimeZone"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType

Name	Type	Description	Default	Values
dbid	integer	—	—	—
name	string	—	—	—
namemexplorer	string	—	—	—
namenetscape	string	—	—	—
offset	integer	—	—	—
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgTransaction"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgTransactionType
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—

Name	Type	Description	Default	Values
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
subtype	string	—	—	CfgTransactionType
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgTreatment"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—

Name	Type	Description	Default	Values
delegatetype	string	—	—	CfgObjectType
callactioncode	string	—	—	CfgCallActionCode
callresult	string	—	—	—
dbid	integer	—	—	—
destndbid	integer	—	—	—
name	string	—	—	—
reactioncode	string	—	—	CfgRecActionCode
state	string	—	—	CfgObjectState
tenantdbid	integer	—	—	—

<cfg:queryObjects> with **type="CfgVoicePrompt"**

Attributes

Name	Type	Description	Default	Values
result	string	—	—	—
data	object	—	—	—
name	string	—	—	—
tenantdbid	integer	—	—	—

Supported Query Names

Name	Type	Description	Default	Values
folderid	integer	—	—	—
delegatedbid	integer	—	—	—
delegatetype	string	—	—	CfgObjectType
dbid	integer	—	—	—
name	string	—	—	—
scriptdbid	integer	—	—	—
state	string	—	—	CfgObjectState
switchdbid	integer	—	—	—
tenantdbid	integer	—	—	—

File I/O Elements

File I/O elements enable files to be manipulated on a remote host. Files can be created, copied, edited, and deleted.

- `<fileio:write>`: Create a file with specified content.
- `<fileio:copy>`: Copy a file from one location to another.
- `<fileio:edit>`: Edit the contents of a file. Content can either be appended, or searched and replaced.
- `<fileio:remove>`: Remove/delete a file.

<fileio:copy>

Copy a file from one location to another location on the file system.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
data	object	This attribute can specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
fromFilename	string (required)	The source file on the file system to be copied.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect. Note: Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA	—	—

Name	Type	Description	Default	Values
		(including the installation of IPs) is deprecated.		
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. A value of "true" indicates success. A value of "false" indicates failure. Note: The execution is stopped if a failure occurs.	—	—
toFilename	string (required)	The destination on the file system to which the file is to be copied.	—	—

<fileio:edit>

A directive to edit the contents of a file on the file system.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
content	string (required)	Specifies the new text or content to write into the file on the file system.	—	—
data	object	This attribute can specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—

Name	Type	Description	Default	Values
filename	string (required)	The name of the file on the file system to be modified.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect. Note: Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA (including the installation of IPs) is deprecated.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
mode	string	Specifies the edit mode. The replace value means that the content of searchtext is replaced with the content in the content attribute. The append value means that the content in the content attribute is appended to the end of the file.	append	append, replace
result	string	Defines the name of a JavaScript variable that contains the result of the action. A value of "true" indicates success. A value of "false" indicates failure. Note: The execution is stopped if a failure occurs.	—	—
searchtext	string	Specifies the text for which to search for if mode="replace" is specified.	—	—
skipIfContentExists	Boolean	If set to true, the file is first searched for content of the content	false	—

Name	Type	Description	Default	Values
		attribute. If it is already present, then the file edit operation is skipped.		

<fileio:remove>

A directive to remove/delete a file on the file system.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
data	object	This attribute can specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
filename	string (required)	The name of the file on the file system to be deleted.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect. Note: Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA (including the installation of IPs) is deprecated.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—

Name	Type	Description	Default	Values
result	string	Defines the name of a JavaScript variable that contains the result of the action. A value of "true" indicates success. A value of "false" indicates failure. Note: The execution is stopped if a failure occurs.	—	—

<fileio:write>

A directive to create a file on the file system.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
content	string	Specifies the content to be written to the file on the file system.	—	—
contentfile	string	Specifies the name of a file on the file system which contains the content to be written to the file.	—	—
data	object	This attribute can specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
filename	string (required)	The name of the file to be written on the file system.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—

Name	Type	Description	Default	Values
		<p>Note: Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA (including the installation of IPs) is deprecated.</p>		
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
result	string	<p>Defines the name of a JavaScript variable that contains the result of the action. A value of "true" indicates success. A value of "false" indicates failure. Note: The execution is stopped if a failure occurs.</p>	—	—

Operating System Manipulation Elements

Operating System Manipulation Elements are used to execute various tasks on a host. They include the following:

- `<os:verifyHost>`: Verify that a particular hostname is defined in the DNS.
- `<os:verifyGDA>`: Verify that the GDA on a host is operational and reachable.
- `<os:execShellCmd>`: Execute a script or command on a host.
- `<os:execSQL>`: Execute SQL commands against a database.
- `<os:setEnvVar>`, `<os:getEnvVar>`, and `<os:verifyEnvVar>`: Set, get, and verify environment variables on a host.
- `<os:installPackage>`: Deploy an IP on a remote host.

`<os:list>`

Child Elements

- `<os:property>`

Attributes

Name	Type	Description	Default	Values
mode	string	—	—	clear, merge
name	string (required)	—	—	—

`<os:property>`

Specifies information to be used during the silent install of an IP. The following is an example of its usage:

```
<os:installPackage appName="${appname}" host="${host}" folder="Applications/Segment_01"
longName="SIP Server" version="8.1.0" tenantdbid="41" skipIfInstalled="true"
appPort="${appport}">
  <list name="silentInstall">
    <property section="IPCommon" key="InstallPath"
value="${INSTALL_BASE_PATH}${FILE_SEPERATOR}TSrvSIP"/>
    <property section="IPCommon" key="DataModel" value="${DATA_MODEL}"/>
    <property section="License" key="AccessType" value="LicenseManager"/>
  </list>
</os:installPackage>
```

```

                <property section="License" key="Port" value="${LICENSE_PORT}"/>
                <property section="License" key="Host"
value="${LICENSE_HOST}"/>
            </list>
</os:installPackage>
    
```

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
key	string (required)	Specifies the key in a key/value pair.	—	—
result	string	—	—	—
section	string (required)	Specifies the section for the key/value pair that is specified in this element.	—	—
value	string (required)	Specifies the value in a key/value pair.	—	—

<os:execSQL>

A directive to execute a SQL command against a specified database. The following is an example of its usage:

```

<os:execSQL result="result" dapdbid="${IRD_DAP.dbid}" sql="SELECT dbid FROM
ird_strategies WHERE dbid = ${tenantParameterizedStrategy.dbid}"/>
    <script>
        log('SQLRESULT: ' + JSON.stringify(result));
    </script>
<if cond="result == ''">
<os:execSQL dapdbid="${IRD_DAP.dbid}" sql="INSERT INTO ird_strategies (dbid, rbn)
values(${tenantParameterizedStrategy.dbid}, EMPTY_BLOB())"/>
<os:execSQL dapdbid="${IRD_DAP.dbid}" sql="UPDATE ird_strategies SET rbn = ? WHERE dbid
= ?" blobfield="${tenantParameterizedStrategy.dbid}" file="${CATALINA_HOME}/webapps/gax/
WEB-INF/classes/strategies/${TENANT_PREMISE_PARAMETERIZED_STRATEGY}.zcf"/>
</if>
    
```

Attributes

Name	Type	Description	Default	Values
blobfield	string	Specifies the name of a field in the SQL statement, specified by sql , that contains a field of type blob and that must be updated with binary data. The file attribute specifies the file that contains the binary data to use when updating this field with blob data.	—	—
dapdbid	integer	Specifies the DBID of the DAP (for example: CfgApplication of type Database Access Point) that should be used for connection to the database. If a DAP is not specified, the information in host and port is used.	—	—
data	object	This attribute can specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
file	string	Specifies the file that contains binary data to use when updating a field in the database that is of type blob and is specified by blobfield . This attribute is always used in conjunction with blobfield .	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string	Specifies the host Configuration object name upon which this task is to be performed.	—	—
password	string	Specifies the password to use when connecting	—	—

Name	Type	Description	Default	Values
		to the database.		
port	integer	Specifies the port of the database to which to connect, if a DAP is not specified.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains the output of the SQL command if it is a success; if it fails, the execution stops.	—	—
servicename	string	Specifies the Service Name.	—	—
sid	string	Specifies the SID.	—	—
sql	string	Defines the SQL statement to execute.	—	—
sqlclienthost	string	Specifies the host of the database to connect to from the SQL client. This is used in conjunction with port .	—	—
sqlscript	string	Defines a script that contains SQL statements to execute. Only one sql or <UNHANDLED:ATT>script can be defined, and sql takes precedence.	—	—
user	string	Specifies the username to use when connecting to the database.	—	—

<os:execShellCmd>

A directive to execute a shell script/command on the target host.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
cmd	string (required)	Specifies the command or script to run on the target host.	—	—
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
ignorerevalue	string	If set to true, then continue execution regardless of whether the execution is a success or a failure.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains the output of the script/command if it is a success; if it fails, the execution stops, unless ignorerevalue="true" is specified.	—	—
sockettimeout	integer	Defines the period (in milliseconds) that GAX waits for a command to complete on a selected host (this command is specified in the cmd attribute). If the command execution is	600000	—

Name	Type	Description	Default	Values
		longer than the sockettimeout value, the os:execShellCmd process fails.		

<os:getEnvVar>

A directive to get the value of an environment variable on the target host.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
name	string (required)	Specifies the name of the environment variable to retrieve.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains the value of the environment variable if it is a success; if it fails, (for example, the variable is	—	—

Name	Type	Description	Default	Values
		not found), the execution stops.		

<os:installPackage>

A directive to install an installation package (such as software) to a specified host. To successfully install, You must use certain key-value parameters that are defined by using the <os:list> tag of type "silentInstall" with individual parameters specified using the <os:property> tag. See <os:property> for an example.

Attributes

Name	Type	Description	Default	Values
appMergeMode	string	—	—	—
appName	string (required)	Defines the name of the CfgApplication object to create for this installation.	—	—
appPort	integer (required)	Specifies the default port to define in the CfgApplication object.	—	—
backupConfServ	string	Defines the name of the Backup Config Server Application Object that is specified during IP installation.	—	—
buildNumber	string	—	—	—
data	object	This attribute can specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
debug	Boolean	Indicates to GDA that temporary files that are created during installation should not be removed.	false	—

Name	Type	Description	Default	Values
existingAppName	string	—	—	—
folder	string (required)	Defines the CfgFolder, which is where the related CfgApplication object for this IP will be created.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
localeId	string	—	—	—
longName	string (required)	Specifies the application template long name that is required for installation.	—	—
nickname	string)	—	—	—
osType	string	Defines the target operating system. This is used to ensure that the correct IP is installed for the target host.	—	—
overrideTemplate	string	Defines the name of the template file to use instead of the template within the IP. This is used if the template that is supplied in the IP is incorrect.	—	—
primaryConfServ	string	Defines the name of the Backup Config Server Application Object that is specified during IP installation.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. A value of	—	—

Name	Type	Description	Default	Values
		"true" indicates success. A value of "false" indicates failure. Note: The execution stops if a failure occurs.		
skipIfInstalled	Boolean	Specifies whether the installer should skip the installation of an IP if it is already installed.	false	
tenantdbid	integer (required)	Defines the DBID of the Tenant where the CfgApplication that is specified in appName is created.	—	—
version	string (required)	Specifies the release number of the IP to install, such as "8.1" or "8.1.0". You can specify the release number to any level of numbering. GAX will select the latest, most up-to-date IP that matches the specified release.	—	—

Supported List Names

Name	Type	Description	Default	Values
silentInstall	<os:property>	—	—	—
silentInstallRemove	<os:property>	—	—	—

<os:setEnvVar>

A directive to set the value of an environment variable on the target host.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
name	string (required)	Specifies the name of the environment variable to retrieve.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains the value of the environment variable if it is a success; if a failure occurs (for example, the variable is not found), the execution stops.	—	—
shell	string	Specifies the operating system shell to use when setting the environment variable.	—	—
value	string	Specifies the value of the environment variable to be set.	—	—

<os:verifyEnvVar>

A directive to verify the existence of an environment variable, or that an environment variable equals a specified value on the target host.

Attributes

Name	Type	Description	Default	Values
asAdmin	Boolean	If set to true, this action is performed as the root user.	false	—
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
name	string (required)	Specifies the name of the environment variable to retrieve and to verify that it exists.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if the variable exists and matches value , if specified. The variable contains false if the variable is not defined or does not match value .	—	—
value (optional)	string	Specifies a value to which the environment variable on the target host should be compared.	—	—

<os:verifyGDA>

A directive to verify that a connection to the GDA on a remote host can be established. To properly handle errors, it is important to perform this step before performing other Operating System Manipulation commands.

Important

Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA (including the installation of IPs) is deprecated.

Attributes

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
gdaport	integer	Defines the GDA port on the target host to which to connect.	—	—
host	string (required)	Specifies the host Configuration object name upon which this task is to be performed.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if GDA is accessible, and false if GDA does not respond.	—	—

<os:verifyHost>

A directive to verify that a specified hostname is resolvable in DNS.

Attributes

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that	—	—

Name	Type	Description	Default	Values
		contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.		
host	string (required)	Specifies a hostname to resolve in DNS.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if the host is accessible, and false if the hostname does not resolve.	—	—

Workforce Management Elements

Workforce Management elements are used to create and delete objects within Workforce Management (WFM).

Two types of objects are supported: WFM Users and WFM Business Units.

`<wfm:list>`

Child Elements

- `<wfm:kvitem>`

Attributes

Name	Type	Description	Default	Values
mode	string	—	—	clear, merge
name	string (required)	—	—	—

`<wfm:kvitem>`

Specifies a key/value pair that is used in the creation of a WFM User or Business Unit object. The following is an example:

```

<wfm:createWFMObject type="user" serverdbid="${WFM_SERVER_APP.dbid}"
dataagdbid="${WFM_DATA_AGGREGATOR_APP_PR.dbid}" tenantdbid="${TENANT.dbid}"
serverport="${WFM_SERVER_PORT}" timezone="${TIMEZONE}" name="${USERNAME}">
  <list name="userproperties">
    <kvitem key="firstName" value="${FIRSTNAME}"/>
    <kvitem key="lastName" value="${LASTNAME}"/>
    <kvitem key="addAllTenantUsers" value="${ADD_ALL_USERS}"/>
    <kvitem key="noAccessIDs" value="10050"/>
    <kvitem key="noAccessIDs" value="40"/>
    <kvitem key="noAccessIDs" value="70"/>
  </list>
</wfm:createWFMObject>
    
```

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
key	string (required)	Specifies the key in a key/value pair.	—	—
result	string	—	—	—
value	string (required)	Specifies the value in a key/value pair.	—	—

<wfm:createWFMOBJECT>

A directive to create a WFM object (either User or Business Unit) in WFM.

Child Elements

<wfm:list>

Attributes

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
dataagdbid	integer	Specifies the DBID of the related WFM Data Aggregator application.	—	—
name	string (required)	Specifies the User name or Business Unit name of the WFM object to be created.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if it is a	—	—

Name	Type	Description	Default	Values
		success; if a failure occurs, the execution stops.		
serverdbid	integer (required)	Specifies the DBID of the related WFM Server Application.	—	—
serverport	string	Specifies the port of the related WFM Server Application.	—	—
tenantdbid	integer (required)	Specifies the DBID of the tenant.	—	—
timezone	string	Specifies the time zone of the WFM object to create.	—	—
tserverdbid	integer	Specifies the DBID of the TServer that contains the switch to be assigned to the object.	—	—
type	string (required)	Specifies the type of object to create. For WFM User, user is used; for WFM Business Unit, bu is used.	—	bu, user

Supported List Names

Name	Type	Description	Default	Values
userproperties	<wfm:kvitem>	—	—	—

<wfm:deleteWFMObject>

A directive to create a WFM object (either User or Business Unit) in WFM.

Attributes

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
name	string (required)	Specifies the User name or Business Unit name of the WFM object to delete.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if it is a success; if a failure occurs, the execution stops.	—	—
serverdbid	integer (required)	Specifies the DBID of the related WFM Server Application.	—	—
serverport	string	Specifies the port of the related WFM Server Application.	—	—
tenantdbid	integer (required)	Specifies the DBID of the tenant.	—	—
type	string (required)	Specifies the type of object to delete. For WFM User, user is used; for WFM Business Unit, bu is used.	—	bu, user

Enumerated Types

The following enumerated types are available for Solution Package Definition (SPD) XML files.

CfgScriptType

- CFGAlarmDetection
- CFGAlarmReaction
- CFGBusinessProcess
- CFGBusinessRuleData
- CFGCapacityRule
- CFGDataCollection
- CFGESSDialPlan
- CFGEmailAckReceipt
- CFGEnhancedQueuing
- CFGEnhancedRouting
- CFGGVPReport
- CFGInteractionQueue
- CFGInteractionQueueView
- CFGInteractionSnapshot
- CFGInteractionSubmitter
- CFGInteractionWorkBin
- CFGInteractionWorkflowTrigger
- CFGMaxScriptType
- CFGNoScript
- CFGOutboundAlert
- CFGOutboundCampaign
- CFGOutboundFilter
- CFGOutboundFormat
- CFGOutboundList
- CFGOutboundSchedule
- CFGOutboundTreatment
- CFGSchedule
- CFGScriptConfiguration

- CFGServiceSelection
- CFGSimpleRouting
- CFGSupervisorData
- CFGVoiceFile
- CFGVssObject
- CFGVssServerSchema
- CFGVssSharedSchema
- CFGVssSystemSchema

CfgPermissions

- ChangeAccess
- ChangePermissionsAccess
- CreateAccess
- DeleteAccess
- ExecuteAccess
- FullAccess
- NoAccess
- NoPropagation
- ReadAccess
- ReadExecuteAccess
- ReadPermissionsAccess

CfgActionCodeType

- CFGBusyOff
- CFGBusyOn
- CFGConference
- CFGForwardOff
- CFGForwardOn
- CFGInboundCall
- CFGInternalCall
- CFGLogin
- CFGLogout
- CFGMaxActionCodeType
- CFGNoActionCode

- CFGNotReady
- CFGOutboundCall
- CFGReady
- CFGTransfer

CfgDialMode

- CFGDMMMaxDialMode
- CFGDMNoDialMode
- CFGDMPower
- CFGDMPowerAndSeize
- CFGDMPowerGVP
- CFGDMPredict
- CFGDMPredictAndSeize
- CFGDMPredictGVP
- CFGDMPreview
- CFGDMPprogress
- CFGDMPprogressAndSeize
- CFGDMPprogressGVP
- CFGDMPushPreview

CfgObjectiveTableType

- CFGOTTCostContract
- CFGOTTDefault
- CFGOTTMaxType
- CFGOTTNoType

CfgDataType

- CFGDTChar
 - CFGDTDateTime
 - CFGDTFloat
 - CFGDTInt
 - CFGDTMaxDataType
 - CFGDTNoDataType
 - CFGDTVarChar
-

CfgDNType

- CFGACDPosition
- CFGACDQueue
- CFGAccessResource
- CFGCP
- CFGCellular
- CFGChat
- CFGCoBrowse
- CFGCommDN
- CFGData
- CFGDestinationLabel
- CFGEAPort
- CFGEmail
- CFGExtRoutingPoint
- CFGExtension
- CFGFAX
- CFGGVPDID
- CFGMaxDNType
- CFGMixed
- CFGMusic
- CFGNoDN
- CFGRoutingPoint
- CFGRoutingQueue
- CFGServiceNumber
- CFGTieLine
- CFGTieLineGroup
- CFGTrunk
- CFGTrunkGroup
- CFGVideo
- CFGVirtACDQueue
- CFGVirtRoutingPoint
- CFGVoIP
- CFGVoIPService
- CFGVoiceMail

- CFGWorkflow

GctiCallState

- GctiCStAbandoned
- GctiCStAgentCallBackErr
- GctiCStAllTrunksBusy
- GctiCStAnswMachine
- GctiCStAnswer
- GctiCStBusy
- GctiCStCancel
- GctiCStDialErr
- GctiCStDoNotCall
- GctiCStDropErr
- GctiCStDropped
- GctiCStDroppedNoAns
- GctiCStFaxDetected
- GctiCStGeneralError
- GctiCStGroupCallBackErr
- GctiCStNoAnswer
- GctiCStNoDialTone
- GctiCStNoEstablished
- GctiCStNoFreePortErr
- GctiCStNoProgress
- GctiCStNoRingBack
- GctiCStNuTone
- GctiCStOk
- GctiCStPagerDetected
- GctiCStSilence
- GctiCStSitDetected
- GctiCStSitIntercept
- GctiCStSitInvalidNum
- GctiCStSitNocircuit
- GctiCStSitReorder
- GctiCStSitUnknown

- GctiCStSitVacant
- GctiCStStale
- GctiCStSwitchErr
- GctiCStSystemError
- GctiCStTransferErr
- GctiCStUnknown
- GctiCStWrongNumber
- GctiCStWrongParty
- GctiCSt_MAX

CfgAppType

- CFGAdvisors
- CFGAgentDesktop
- CFGAgentDesktopDeliveryServer
- CFGAgentView
- CFGApplicationCluster
- CFGAutomatedWorkflowEngine
- CFGBackUpControlClient
- CFGBillingClient
- CFGBillingServer
- CFGBusinessRulesApplicationServer
- CFGBusinessRulesExecutionServer
- CFGCCACCAAdviser
- CFGCCACiscoAdapter
- CFGCCAFAAAdviser
- CFGCCAGenesysAdapter
- CFGCCAPPlatform
- CFGCCAnalyzerDataMart
- CFGCCView
- CFGCMClient
- CFGCMServer
- CFGCPDServerProxy
- CFGCSTACConnector
- CFGCallConcentrator

- CFGCallDirector
- CFGCallbackServer
- CFGCapturePoint
- CFGChatServer
- CFGClassificationServer
- CFGCoBrowsingServer
- CFGConfigServer
- CFGContactServer
- CFGContactServerManager
- CFGContentAnalyzer
- CFGCustomServer
- CFGCustomerView
- CFGDARTClient
- CFGDARTServer
- CFGDBServer
- CFGDatabase
- CFGDesktopNETServer
- CFGDetailBillier
- CFGEAClient
- CFGEAServer
- CFGESSExtensibleServices
- CFGETLProxy
- CFGEmailServer
- CFGExternalRouter
- CFGFederationServer
- CFGFederationStatProvider
- CFGGCNClient
- CFGGCNThinServer
- CFGGDMETL
- CFGGIS
- CFGGProxy
- CFGGVPASG
- CFGGVPASRLogManager
- CFGGVPASRLogManagerAgent
- CFGGVPASRLogServer

- CFGGVPASRPackageLoader
- CFGGVPBandwidthManager
- CFGGVPCCP
- CFGGVPCCSServer
- CFGGVPCTIConnector
- CFGGVPCacheServer
- CFGGVPCallStatusMonitor
- CFGGVPCiscoQueueAdapter
- CFGGVPClusterMgr
- CFGGVPCoreService
- CFGGVPEventsCollector
- CFGGVPFetchingModule
- CFGGVPGenesysQueueAdapter
- CFGGVPH323SessionManager
- CFGGVPIPCommunicationServer
- CFGGVPIServer
- CFGGVP MCP
- CFGGVP MCPLegacyInterpreter
- CFGGVP MRCPASRServer
- CFGGVP MRCPTTSServer
- CFGGVP MediaGateway
- CFGGVP MediaServer
- CFGGVP NetworkMonitor
- CFGGVP OBNManager
- CFGGVP PSTNConnector
- CFGGVP PolicyManager
- CFGGVP Reporter
- CFGGVP ReportingSever
- CFGGVP ResourceManager
- CFGGVP ResourceMgr
- CFGGVP SCPGateway
- CFGGVP SIPSessionManager
- CFGGVP SRPServer
- CFGGVP SelfServiceProvisioningServer
- CFGGVP SoftSwitch

- CFGGVPTextToSpeechServer
- CFGGVPUnifiedLoginServer
- CFGGVPVoiceCommunicationServer
- CFGGenericClient
- CFGGenericServer
- CFGGenesysAdministrator
- CFGGenesysAdministratorServer
- CFGHAProxy
- CFGIServer
- CFGITCUtility
- CFGIVRDT
- CFGIVRDriver
- CFGIVRInterfaceServer
- CFGIVRLibrary
- CFGInfomartStatCollector
- CFGInfomartStatConfigurator
- CFGIntegrationServer
- CFGInteractionRoutingDesigner
- CFGInteractionServer
- CFGInteractionWorkspace
- CFGKWorkerPortal
- CFGKnowledgeManager
- CFGLCSAdapter
- CFGLME
- CFGListManager
- CFGLoadBalancer
- CFGLoadDistributionServer
- CFGMaxAppType
- CFGMediaLink
- CFGMessageServer
- CFGNACD
- CFGNetVector
- CFGNoApplication
- CFGOTICSOMPIinfra
- CFGOTICSSTServer

- CFGOrchestrationServer
- CFGRealDBServer
- CFGReserved
- CFGReservedApplication1
- CFGReservedApplication10
- CFGReservedApplication2
- CFGReservedApplication3
- CFGReservedApplication4
- CFGReservedApplication5
- CFGReservedApplication6
- CFGReservedApplication7
- CFGReservedApplication8
- CFGReservedApplication9
- CFGReservedGUIApplication1
- CFGReservedGUIApplication2
- CFGResourceAccessPoint
- CFGResponseManager
- CFGRouterServer
- CFGRulesESPServer
- CFGSCE
- CFGSCI
- CFGSCS
- CFGSDialer
- CFGSIPCommunicationServer
- CFGSMSServer
- CFGSNMPAgent
- CFGSiebel7CampSynchComponent
- CFGSiebel7ConfSynchComponent
- CFGSocialIMS
- CFGStatServer
- CFGStrategyBuilder
- CFGStrategyLoader
- CFGStrategyScheduler
- CFGStrategySimulator
- CFGSummaryBiller

- CFGTServer
- CFGThirdPartyApp
- CFGThirdPartyServer
- CFGTrainingServer
- CFGUCMConnector
- CFGUniversalCallbackServer
- CFGVCServer
- CFGVPMRCPProxy
- CFGVPPolicyServer
- CFGVSSConsole
- CFGVSSShared
- CFGVirtualInteractiveT
- CFGVirtualRP
- CFGVoIPController
- CFGVoIPDMXServer
- CFGVoIPDevice
- CFGVoIPStreamManager
- CFGWFMBuilder
- CFGWFClient
- CFGWFMDaemon
- CFGWFMDDataAggregator
- CFGWFMRports
- CFGWFMScheduleServer
- CFGWFMServer
- CFGWFWeb
- CFGWFWebServices
- CFGWebAPIServer
- CFGWebClient
- CFGWebInteractionRequestsServer
- CFGWebInteractionServer
- CFGWebOptionRoutePoint
- CFGWebStatServer
- CFGXLinkController
- CFGiWManager
- CFGiWDRuntimeNode

CfgOperationMode

- CFGOMManual
- CFGOMMaxOperationMode
- CFGOMNoOperationMode
- CFGOMSchedule

CfgRouteType

- CFGAnnouncement
- CFGDDD
- CFGDefault
- CFGDirect
- CFGDirectAgent
- CFGGetFromDN
- CFGIDDD
- CFGLabel
- CFGMaxRouteType
- CFGNoRoute
- CFGOverwriteDNIS
- CFGPostFeature
- CFGReject
- CFGUseExternalProtocol
- CFGXRouteTypeDNISPooling
- CFGXRouteTypeDefault
- CFGXRouteTypeDirect
- CFGXRouteTypeDirectANI
- CFGXRouteTypeDirectDNISnANI
- CFGXRouteTypeDirectDigits
- CFGXRouteTypeDirectNetworkCallID
- CFGXRouteTypeDirectNoToken
- CFGXRouteTypeDirectUUU
- CFGXRouteTypeExtProtocol
- CFGXRouteTypeForbidden
- CFGXRouteTypeISCCProtocol

- CFGXRouteTypePullBack
- CFGXRouteTypeReroute
- CFGXRouteTypeRoute

CfgHAType

- CFGHTColdStanby
- CFGHTHotStanby
- CFGHTMaxHAType
- CFGHTNoHAType
- CFGHTWarmStanby

CfgObjectType

- CFGAccessGroup
- CFGActionCode
- CFGAgentGroup
- CFGAgentLogin
- CFGAlarmCondition
- CFGAppPrototype
- CFGApplication
- CFGCallingList
- CFGCampaign
- CFGCampaignGroup
- CFGDN
- CFGDNGroup
- CFGEnumerator
- CFGEnumeratorValue
- CFGField
- CFGFilter
- CFGFolder
- CFGFormat
- CFGGVPCustomer
- CFGGVPIVRProfile
- CFGGVPReseller
- CFGHost

- CFGIVR
- CFGIVRPort
- CFGMaxObjectType
- CFGNoObject
- CFGObjectiveTable
- CFGPerson
- CFGPersonLastLogin
- CFGPhysicalSwitch
- CFGPlace
- CFGPlaceGroup
- CFGRole
- CFGScheduledTask
- CFGScript
- CFGService
- CFGSkill
- CFGStatDay
- CFGStatTable
- CFGSwitch
- CFGTableAccess
- CFGTenant
- CFGTimeZone
- CFGTransaction
- CFGTreatment
- CFGVoicePrompt

CfgEnumeratorType

- CFGENTContactAttribute
 - CFGENTCustom
 - CFGENTGVPAlias
 - CFGENTGVPCustomDefault
 - CFGENTGVPCustomList
 - CFGENTGVPMasterDefault
 - CFGENTGVPMasterList
 - CFGENTInteractionOperationalAttribute
-

- CFGENTMaxEnumeratorType
- CFGENTNoEnumeratorType
- CFGENTRole

CfgFieldType

- CFGFTANI
- CFGFTAgentID
- CFGFTAppDBID
- CFGFTCallTime
- CFGFTCampaignID
- CFGFTChainID
- CFGFTCountryCode
- CFGFTCustomField
- CFGFTDialResult
- CFGFTEmailSubject
- CFGFTEmailTemplateID
- CFGFTFrom
- CFGFTGroupDBID
- CFGFTInfoDigits
- CFGFTLATA
- CFGFTMaxFieldType
- CFGFTMediaReference
- CFGFTNPA
- CFGFTNPA_NXX
- CFGFTNoFieldType
- CFGFTNumberInChain
- CFGFTNumberOfAttempts
- CFGFTPhone
- CFGFTPhoneType
- CFGFTRecordID
- CFGFTRecordStatus
- CFGFTRecordType
- CFGFTScheduledTime
- CFGFTStateCode

- CFGFTSwitchID
- CFGFTTimeZone
- CFGFTTreatments
- CFGFTUntil

CfgHostType

- CFGAgentWorkstation
- CFGAuxComputer
- CFGGVPWorkstation
- CFGMaxHostType
- CFGNetworkServer
- CFGNoHost
- CFGServiceWorkstation
- CFGTenantServer
- CFGTenantWorkstation

CfgOSType

- CFGAIX
- CFGDigitalUNIX
- CFGHPUX
- CFGMacintosh
- CFGMaxOSType
- CFGNoOS
- CFGOS2
- CFGRedHatLinux
- CFGSolaris
- CFGSolarisX86
- CFGSunOS
- CFGTandemUNIX
- CFGUnixWare
- CFGWinNT
- CFGWindows
- CFGWindows2000
- CFGWindowsServer2003

- CFGWindowsServer2008
- CFGWindowsVista
- CFGWindowsXP

CfgOptimizationMethod

- CFGOMBusyFactor
- CFGOMDistributionTime
- CFGOMMaxOptimizationMethod
- CFGOMNoOptimizationMethod
- CFGOMOverdialRate
- CFGOMWaitTime

CfgRecActionCode

- CFGRACAssignToGroup
- CFGRACCycle
- CFGRACDelegateForProcessing
- CFGRACExecuteSQLstatement
- CFGRACMarkAllChain
- CFGRACMarkAsAgentError
- CFGRACMarkDB
- CFGRACMaxRecActionCode
- CFGRACNextInChain
- CFGRACNextInChainAfter
- CFGRACNextInChainAtDate
- CFGRACNoRecActionCode
- CFGRACReschedule
- CFGRACRetryAtDate
- CFGRACRetryIn

CfgIVRProfileType

- CFGIPTInbound
 - CFGIPTMaxType
 - CFGIPTNoType
 - CFGIPTOutbound
-

CfgFolderClass

- CFGFCDefault
- CFGFCGVPCustomerGroup
- CFGFCGVPCustomerGroupRoot
- CFGFCGVPDIDGroups
- CFGFCGVPDIDs
- CFGFCGVPIVRProfileGroup
- CFGFCGVPIVRProfileGroupRoot
- CFGFCGVPRoot
- CFGFCHostGroup
- CFGFCHostGroupRoot
- CFGFCMaxClass
- CFGFCNoClass
- CFGFCSite

CfgTableType

- CFGTTANI
- CFGTTCallingList
- CFGTTCountryCode
- CFGTTCustomType
- CFGTTDoNotCallList
- CFGTTEmailContactLists
- CFGTTInfoDigits
- CFGTTLATA
- CFGTTLogTable
- CFGTTMaxTableType
- CFGTTNPA
- CFGTTNPA_NXX
- CFGTTNoTableType
- CFGTTStateCode

CfgStartupType

- CFGSUTAutomatic
-

- CFGSUTDisabled
- CFGSUTManual
- CFGSUTMaxStartupType
- CFGSUTNoStartupType

CfgSwitchType

- CFG3511ProtocolInterface
- CFGATT800ICPGateway
- CFGAastraMX1
- CFGAlcatel5020PSI
- CFGAlcatelA4200
- CFGAlcatelA4400DHS3
- CFGAlcatelBTSCPGateway
- CFGAlcatelDTAGSCPGateway
- CFGAlcatelISCPGateway
- CFGAlcatelITISCPGateway
- CFGAspectCallCenter
- CFGAvayaIPOffice
- CFGAvayaTSAPI
- CFGBellAtlanticISCPGateway
- CFGBellCanadaATFGateway
- CFGBroadSoftBroadWorks
- CFGCiscoCM
- CFGCiscoUCCE
- CFGConcert800Gateway
- CFGDataVoiceDharma
- CFGDelcoACD
- CFGDigitroAXS20
- CFGEOneQueue
- CFGEricssonACP1000
- CFGEricssonMD110
- CFGFujitsu
- CFGGVPDIDGroup
- CFGGateway01

- CFGGenSpec
- CFGGenSpecXML
- CFGGenericSwitch
- CFGHarrisVoiceFrame
- CFGHitachiCX8000
- CFGHuaweiCC08
- CFGHuaweiNGN
- CFGIntecomIBX80
- CFGInternetGateway
- CFGKPNNetworkGateway
- CFGKWGateway
- CFGLGStarex
- CFGLucent5ESS
- CFGLucentDefinityG3
- CFGLucentIndexSDX
- CFGMadge
- CFGMatraMC6500
- CFGMaxSwitchType
- CFGMitelMN3300
- CFGMitelSX2000
- CFGMultimediaSwitch
- CFGNEC
- CFGNECSV7000
- CFGNGSN
- CFGNoSwitch
- CFGNortelDMS100
- CFGNortelMeridian
- CFGNortelMeridianCallCenter
- CFGOPSI
- CFGPhilipsSophoS3000
- CFGRadvisionIContact
- CFGRockwellGalaxy
- CFGRockwellSpectrum
- CFGRoIm9751CBX
- CFGSIPNetworkSwitch

- CFGSIPSwitch
- CFGSamsungIPPCXIAP
- CFGSiemensGECiSDX
- CFGSiemensHiPath3000
- CFGSiemensHiPath4000
- CFGSiemensHicom150
- CFGSiemensHicom150E
- CFGSiemensHicom150H
- CFGSiemensHicom300
- CFGSiemensHicom300E
- CFGSiemensHicom300H
- CFGSiemensHicom300Real
- CFGSiemensRealtisDX
- CFGSprintSiteRPGateway
- CFGTadiranCoral
- CFGTelera
- CFGTenovisI55
- CFGTenovisIntegral33
- CFGVerizonISCPGateway
- CFGVirtualSwitchIIF
- CFGVoIPSMCPSwitch
- CFGVoicePortal

CfgDNRegisterFlag

- CFGDRFalse
- CFGDROnDemand
- CFGDRTrue
- CFGDRUnknown
- CFGMaxDNRegisterFlag

CfgAppComponentType

- CFGAppComponent
 - CFGAppComponentAccessPoint
 - CFGAppComponentService
-

- CFGAppComponentSubProcess
- CFGAppComponentUnknown

CfgLinkType

- CFGApplicationBridge5
- CFGApplicationBridge6
- CFGApplicationBridge7
- CFGApplicationConnectivityLink10
- CFGApplicationConnectivityLink20
- CFGApplicationConnectivityLinkCSTA
- CFGApplicationLink
- CFGApplicationLinkCSTA
- CFGApplicationLinkCSTAI
- CFGApplicationLinkCSTAI
- CFGApplicationLinkCSTAI
- CFGCallBridge2
- CFGCallBridge3
- CFGCallBridge4
- CFGCallBridgeACLISDNSOISO
- CFGCallBridgeACLV24ISO
- CFGCallBridgeDX
- CFGCallVisorASAI
- CFGCompuCall05
- CFGCompuCall06
- CFGCompuCall09
- CFGCompuCall10
- CFGCompuCall11
- CFGCoralLink
- CFGEthernetASAI
- CFGFujitsuLink
- CFGGalaxyLink
- CFGGateway01Link
- CFGGenericLink
- CFGLHitachiCx8000
- CFGHostInterfaceLink

- CFGMadgeLink
- CFGMatraLinkCSTAI
- CFGMaxLinkType
- CFGMeridianLink4
- CFGMeridianLink5
- CFGMeridianLinkServices
- CFGMiTai7_3
- CFGNECLink
- CFGNoLink
- CFGOAI
- CFGPinnacle
- CFGSpectrumLink
- CFGStarexLink
- CFGWorkStationInterfaceLink
- CFGiCAT23ICCL2
- CFGiCAT3xICCL3
- CFGiSLinkCSTAI
- CfgDelcoACD

CfgStatDayType

- CFGSDTDayContract
- CFGSDTDefault
- CFGSDTMaxType
- CFGSDTNoType

CfgTraceMode

- CFGTMBOTH
- CFGTMLocal
- CFGTMMaxTraceMode
- CFGTMNoTraceMode
- CFGTMNone
- CFGTMRemote

CfgActionCode

- CFGCACConnect
- CFGCACDrop
- CFGCACMaxActionCode
- CFGCACMuteTransfer
- CFGCACNoActionCode
- CFGCACPlayMessage
- CFGCACRoute
- CFGCACSendEmail
- CFGCACSendFax
- CFGCACSendPage
- CFGCACTransfer

CfgSelectionMode

- CFGSMAppType
- CFGSMByAny
- CFGSMByAppDBID
- CFGSMMaxSelectionMode
- CFGSMNoSelectionMode

CfgRank

- CFGDesigner
- CFGMaxRank
- CFGNoRank
- CFGServiceAdministrator
- CFGSuperAdministrator
- CFGTenantAdministrator
- CFGUser

CfgSolutionType

- CFGSTBranchOffice
- CFGSTDefaultSolutionType
- CFGSTDesktopNETServerSolution

- CFGSTEnterpriseRouting
- CFGSTExpressEdition
- CFGSTFramework
- CFGSTInformationAnalysis
- CFGSTIntegratedScreenPop
- CFGSTInternetContactCenter
- CFGSTKnowledgeWorker
- CFGSTMaxSolutionType
- CFGSTMultichannelRouting
- CFGSTNetworkRouting
- CFGSTNoSolutionType
- CFGSTOutboundDialing
- CFGSTVoiceSelfService
- CFGSTWorkflowRouting
- CFGSTWorkforceManagement

CfgResourceType

- CFGRTApplication
- CFGRTContract
- CFGRTEnumerator
- CFGRTEnumeratorValue
- CFGRTGVPDataNode
- CFGRTGVPGroupCustomer
- CFGRTGVPGroupIVRProfile
- CFGRTGVPProcessNode
- CFGRTGVPServer
- CFGRTGVPServerType
- CFGRTGVPServerTypeDisabled
- CFGRTGVPTemplate
- CFGRTGroupHost
- CFGRTMaxType
- CFGRTNoType
- CFGRTScript
- CFGRTSiteAccess

- CFGRTTaskGVPCustomer
- CFGRTTaskGVPIVRProfile
- CFGRTTaskHost
- CFGRTTaskSwitch
- CFGRTTimeZone

CfgTargetType

- CFGMaxTargetType
- CFGNoTarget
- CFGTargetACDQueue
- CFGTargetACDQueueGroup
- CFGTargetAgent
- CFGTargetAgentGroup
- CFGTargetDestinationLabel
- CFGTargetExtRoutingPoint
- CFGTargetISCC
- CFGTargetPlace
- CFGTargetPlaceGroup
- CFGTargetRoutingPoint

CfgTransactionType

- CFGTRTBusinessAction
- CFGTRTBusinessAttribute
- CFGTRTBusinessRule
- CFGTRTBusinessSituation
- CFGTRTCallData
- CFGTRTList
- CFGTRTMacro
- CFGTRTMaxTransactionType
- CFGTRTNoTransactionType
- CFGTRTStatFilter
- CFGTRTStatMetric
- CFGTRTStatTimeProfile
- CFGTRTStatTimeRange

- CFGTRTStatType

CfgAccessGroupType

- CFGAdministratorsGroup
- CFGDefaultGroup
- CFGEveryoneGroup
- CFGMaxAccessGroupType
- CFGNoAccessGroupType
- CFGSuperAdministratorsGroup
- CFGSystemGroup
- CFGUsersGroup

CfgFlag

- CFGFalse
- CFGNoFlag
- CFGTrue

CfgObjectState

- CFGDeleted
- CFGDisabled
- CFGEabled
- CFGMaxObjectState
- CFGNoObjectState

CfgStatTableType

- CFGCapacityTable
 - CFGMaxStatTableType
 - CFGNoStatTable
 - CFGQuotaTable
 - CFGSpecialDayTable
 - CFGVariableRateContractTable
 - CFGVolumeContractTable
-

SupportedTypes

- CfgAccessGroup
- CfgActionCode
- CfgAgentGroup
- CfgAgentLogin
- CfgAlarmCondition
- CfgAppPrototype
- CfgApplication
- CfgCallingList
- CfgCampaign
- CfgCampaignGroup
- CfgDN
- CfgDNGroup
- CfgEnumerator
- CfgEnumeratorValue
- CfgField
- CfgFilter
- CfgFolder
- CfgFormat
- CfgGVPIVRProfile
- CfgHost
- CfgIVR
- CfgIVRPort
- CfgObjectiveTable
- CfgPerson
- CfgPhysicalSwitch
- CfgPlace
- CfgPlaceGroup
- CfgRole
- CfgScript
- CfgService
- CfgSkill
- CfgStatDay
- CfgStatTable

- CfgSwitch
- CfgTableAccess
- CfgTenant
- CfgTimeZone
- CfgTransaction
- CfgTreatment
- CfgVoicePrompt

CfgAlarmCategory

- CFGACCritical
- CFGACMajor
- CFGACMaxAlarmCategory
- CFGACMinor
- CFGACNoAlarmCategory

CfgIVRType

- CFGIVRTAgility
 - CFGIVRTAmerex
 - CFGIVRTAspectCSS
 - CFGIVRTBrite
 - CFGIVRTConversant
 - CFGIVRTDirectTalk6000
 - CFGIVRTDirectTalkNT
 - CFGIVRTedify
 - CFGIVRTEnvox
 - CFGIVRTGenesysVoicePlatform
 - CFGIVRTIntervice
 - CFGIVRTInterviceBrite
 - CFGIVRTMPS
 - CFGIVRTMSSpeechServer
 - CFGIVRTMaxIVRType
 - CFGIVRTMeridianIntegrated
 - CFGIVRTNoIVRType
 - CFGIVRTOtherIVRType
-

- CFGIVRTPeriphonics
- CFGIVRTShowNTel
- CFGIVRTSymposiumOpen
- CFGIVRTSyntellectPremier
- CFGIVRTSyntellectVista
- CFGIVRTSyntellectVocalPoint
- CFGIVRTVoiceTek
- CFGIVRTWVRForAIX
- CFGIVRTWVRForWindows
- CFGIVRTeleraGVP

CfgDNGroupType

- CFGACDQueues
- CFGMaxDNGroupType
- CFGNetworkPorts
- CFGNoDNGroup
- CFGRoutingPoints
- CFGServiceNumbers
- CFGSinglePorts

JavaScript Usage

Within SPD files, JavaScript performs additional processing and manipulation of data. This includes the use of built-in JavaScript functions, as well as the ability to define and call your own JavaScript functions. All facilities of the JavaScript language are available to the SPD writer.

All `<input>` elements have a **name** attribute. The specified name defines a JavaScript variable that contains the input value that is selected by the user. If the **type** that is specified in the `<input>` element is `selectOne` or `selectMultiple`, then the variable contains the JSON representation of a single configuration object (in the case of `selectOne`) or a JavaScript array, where each array element is the JSON representation of a configuration object (in the case of `selectMultiple`).

All action elements (for example: `cfg:*`, `fileio:*`, `os:*` and `wfm:*`) have a **result** attribute that specifies the name of a JavaScript variable that stores the result of the action. Further details about the content of the variable can be found in the details section of each action element.

Within the SPD file, the `<script>` tag can contain valid JavaScript. The JavaScript variables that are defined by the `<input>` elements and action elements can be accessed and manipulated in these sections.

Some SPD XML elements have attributes named **cond** or **expr**. These attributes must contain JavaScript expressions. A JavaScript expression could be a JavaScript variable, a function call that returns a value, or an actual inline JavaScript expression. If the value evaluates to a "falsy" condition (for example: `0`, `""`, `false`, `undefined`, `null`, or `NaN`), then this element is not shown or executed.

In the following conditions, use of JavaScript (expressions or variables) is possible by placing `"${}"` around the JavaScript expression or variable:

1. attributes that are not named **cond** or **expr**
2. within XML elements (besides the `<script>` tag)

The following is an example: `<deploymentkey>${TENANT}</deploymentkey>`, where `TENANT` is a JavaScript variable.

JavaScript Representation of Configuration Objects

Within SPD files, configuration objects are selected/read, created, updated, and deleted. To facilitate the manipulation of configuration objects, they are represented as JSON objects. This page outlines the principles that are used to represent configuration objects as JSON objects.

Configuration objects are flattened to two levels and all fields of an object are either represented as a top-level parameter or as a list/array of collections of parameters.

The following is an example of a CfgApplication object:

```
{
  "componenttype": "CFGAppComponentUnknown",
  "resources": {
    "resource": []
  },
  "folderid": "102",
  "isprimary": "CFGNoFlag",
  "state": "CFGEnabled",
  "startuptimeout": "0",
  "appservers": {
    "conninfo": [{
      "longfield1": "0",
      "id": "default",
      "timeoutlocal": "0",
      "longfield4": "0",
      "longfield3": "0",
      "longfield2": "0",
      "appserverdbid": "104",
      "mode": "CFGTMNoTraceMode",
      "timeoutremote": "0"
    }, {
      "longfield1": "0",
      "id": "default",
      "timeoutlocal": "0",
      "longfield4": "0",
      "longfield3": "0",
      "longfield2": "0",
      "appserverdbid": "106",
      "mode": "CFGTMNoTraceMode",
      "timeoutremote": "0"
    }
  ]
},
  "appprototypedbid": "100",
  "type": "CfgApplication",
  "portinfos": {
    "portinfo": []
  },
  "password": "password",
  "shutdowntimeout": "0",
  "version": "8.1",
  "subtype": "CFGSCCE",
  "name": "default",
  "redundancytype": "CFGHTNoHAType",
  "dbid": "100",
}
```

```
"autorestart": "CFGNoFlag",
"options": {
  "property": [{
    "value": "200",
    "section": "rptui",
    "key": "dashboard.max.filtered.items"
  }, {
    "value": "-05:00",
    "section": "rptui",
    "key": "tzoffset"
  }, {
    "value": "1",
    "section": "TenantCreateDialog",
    "key": "EnableNewTenCustomization"
  }]
}
```