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Predictive Routing Deployment and Operations Guide

Agent State Connector

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Agent State Connector

The following sections offer ASC-specific operations and user information.

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You might also find the ASC-specific sections of the following pages helpful:

- [Starting and Stopping](#)
- [System Monitoring and Logging](#)

Understanding Agent Login States

When you review the fields in the Agent Profile or Dataset configuration windows, you might find a field containing numerical values indicating an agent's login state. (This field is not present if your dataset does not include it.)

The numerical values correspond to the following agent login states:

- 4 - WaitForNextCall (Ready)
- 5 - OffHook
- 6 - CallDialing
- 7 - CallRinging
- 8 - NotReadyForNextCall
- 9 - AfterCallWork
- 13 - CallOnHold
- 16 - ASM_Engaged
- 17 - ASM_Outbound
- 18 - CallUnknown
- 19 - CallConsult
- 20 - CallInternal
- 21 - CallOutbound
- 22 - CallInbound
- 23 - LoggedOut

Guidelines for Configuration Options Values

Tip

All option changes for ASC take effect after the application restart.

agents-batch-size

The **agents-batch-size** option defines the number of agent configuration profiles submitted to the Predictive Routing web application during ASC startup. A higher number improves startup timing, however setting this option too high leads to timeouts for the API requests. Setting the value to 500 proved to be optimal in a test environment.

reset-jop-on-startup

Important

This option is removed in Agent State Connector (ASC) release 9.0.006.08 and higher. To delete agents, delete your current agent profile schema in the Predictive Routing application, and then upload an updated schema.

Setting the **reset-jop-on-startup** option to `true` tells the ASC application to send a request to clean up previously-stored agent profiles in the web application database on startup. If this request fails, the old agent profiles can be manually removed from Mongo DB.

stat-srv-ws-conn

Important

This option has been removed in Agent State Connector (ASC) release 9.0.006.08 and higher. ASC now supports warm standby connections by default.

Setting the **stat-srv-ws-conn** option to `true` specifies that ASC should activate a warm-standby connection to a Stat Server primary/backup pair. With a warm-standby connection to a Stat Server pair, ASC resubscribes for agent statistics to the new primary Stat Server after a Stat Server switchover.

skip-groups

If the **skip-groups** option is set to `true`, ASC ignores reading of agent groups and ignores all events from Configuration Server that are connected with updating agent groups. Genesys recommends that you use this option to improve ASC initialization time if agent group names are not used to define the

target groups of agents for interaction routing.

include-person-annex-sections

Specifies which sections of the Person configuration object Annex tab are parsed by ASC when an agent profile is uploaded to the Journey Optimization Platform (JOP). Other Annex sections are skipped. If both the **include-person-annex-sections** and **ignore-person-annex-sections** options have values specified, ASC ignores the value set for **ignore-person-annex-sections** and works only with the **include-person-annex-sections** setting.

ignore-person-annex-sections

Specifies which sections of the Person configuration object Annex tab are skipped by ASC when agent profile is uploaded to the Journey Optimization Platform. By default, the sections related to Interaction Workspace are skipped. If both the **include-person-annex-sections** and **ignore-person-annex-sections** options have values specified, ASC ignores the value set for **ignore-person-annex-sections** and works only with the **include-person-annex-sections** setting.

ignore-employee-ids

ASC ignores agents with employee ids that are specified in the **ignore-employee-ids** option. Use commas as delimiters between employee ids. For example, this option can be used to skip events for agents with a large amount of configuration data stored in the Person configuration object if interactions to these agents are not routed using Predictive Routing.

cfg-reading-threads-size

Used for reading agents and groups from Configuration Server using a multithreading approach. By default, the value is 100. The maximum value is 2000.

jop-update-thread-wait-timeout

Specifies the thread waiting timeout used for the JOP subscription process to avoid a busy loop.

cfg-retry-request-attempts

Specifies the number of retry attempts for reading agents and groups from Configuration Server, if any connection issues with Configuration Server occur. By default, the value is 1.

ss-subscription-timeout

The timeout period observed after each agent subscription to Stat Server. Used to throttle requests for statistics subscriptions to Stat Server.