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Interaction Concentrator Deployment Guide

Configuring for Virtual Queue Data

Configuring for Virtual Queue Data

This section provides information about the configuration settings in the Genesys Configuration Layer that are related to virtual queue and extended route result functionality. The default configuration settings enable the storage of virtual queue data, provided that your releases of both Interaction Concentrator and URS support virtual queue functionality.

Configuration settings on the ICON Application object, the virtual queue DN object, and the Switch object enable you to manipulate virtual queue monitoring in the following ways:

- Change the storage mode of Interaction Concentrator.
- Disable monitoring and data storage for a particular virtual queue.
- Disable monitoring and data storage at the switch level—that is, for all virtual queues that belong to a particular switch.

For more information about virtual queue data in Interaction Concentrator, see [Monitoring Virtual Queues and Routing Points](#).

To correctly collect and store virtual queue data, following the instructions in the following sections:

- [Universal Routing Server](#)
- [ICON Application Object](#)
- [Virtual Queue DN](#)
- [Switch](#)

Universal Routing Server

Although a URS release that supports virtual queue functionality is necessary in order to enable virtual queue monitoring in Interaction Concentrator, no special configuration is required on the URS side.

Beginning in release 7.6, URS provides additional information to ICON regarding the reason for routing an interaction using the AttributeReason of routing events. URS can also attach information to interactions about the targets for which it is waiting. (For more information, see [Monitoring Route Results on Routing Points](#).) To make this information available to Interaction Concentrator for downstream reporting purposes, set the following configuration options to true on the URS Application object:

- **report_reasons**
- **report_targets**

For more information about these URS configuration options, see the [Universal Routing Reference Manual](#).

ICON Application Object

The default settings enable ICON to receive virtual queue data and store it in IDB.

Connections

Although a URS release that supports virtual queue functionality is necessary in order to enable virtual queue monitoring in Interaction Concentrator, ICON receives the data from T-Server or Interaction Server. Therefore, no connection to URS is required.

vq-write-mode

The vq-write-mode configuration option enables you to switch the storage mode for virtual queue data, if necessary. For descriptions of the storage modes, see [Monitoring Virtual Queues and Routing Points](#).

extended-route-result

The extended-route-result configuration option specifies whether ICON stores extended routing results (from URS) in IDB.

Important

- To store extended route results in IDB, ICON requires URS release 7.6 and Interaction Server release 7.6.000.18 (or higher).
- Interaction Concentrator functionality related to storing Virtual Queues history in the G_ROUTE_RES_VQ_HIST table requires URS release 8.1 or higher.

For more information about these options, see the following configuration option descriptions:

- extended-route-result
- route-res-vqid-hist-enabled
- store-route-result-reliability
- vq-write-mode

Virtual Queue DN

Unless you need to disable monitoring and data storage for a particular virtual queue, no configuration is necessary for the DN object that represents this virtual queue in the Configuration Layer.

monitor

The monitor configuration option enables you to turn off ICON monitoring and data storage for a particular virtual queue, if necessary. If the option is set to 0, ICON does not register with T-Server to receive events that pertain to this virtual queue.

Switch

Unless you need to disable virtual queue monitoring and data storage for a particular switch, no configuration is necessary for the corresponding Switch object in the Configuration Layer.

support-dn-type-N

The support-dn-type-N configuration option enables you to turn off ICON monitoring and data storage for all DNs of a specified type that belong to a particular switch. To set the type of DN to which the option should apply, create an instance of this option in which you replace the variable *N* with the number corresponding to the DN type you want to control.

For example, to turn off monitoring for all virtual queue DNs on a switch, set the type to 5, indicating that it applies to the virtual queue DN type (that is, the option name is set to **support-dn-type-5**), and set the option value to 0. With this setting, ICON does not register with T-Server to receive events that pertain to virtual queue DNs that belong to this switch. In this case, ICON does not process or store virtual queue related TEvents, even if the monitor option is set to 1 for any of the virtual queues that belong to the switch.