Interaction Server Administration Guide

Event Logger Options

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Event Logger Options

This section provides short descriptions of the DAP options that configure the Event Logger's behavior. See the eServices 8.1 Reference Manual for full details.

logger-settings Section

`batch-size`—Defines the minimum number of records to store in internal memory before flushing to the database. Valid values are 1–5,000; the default is 500.

`max-queue-size`—Defines the maximum number of records that are kept in memory while waiting to be written to the database. If the number of records exceeds this maximum, the data are discarded from memory and are not written to the database. Valid values are 10,000–100,000; the default is 20,000.

`storing-timeout`—Defines a time interval, in milliseconds, between operations of writing to the database. Valid values are 500–60,000; the default is 1,000.

> ### Important
> `storing-timeout` and `batch-size` define limits that trigger writing to the database: writing takes place as soon as one or the other is reached.

`schema-name`—Specifies the name of the schema used to access the database.

custom-events Section

This section contains options that list custom events by their identifiers and specify which table (interaction, agent or custom) stores them.

event-filtering Section

This section contains seven options, six of which are named for one of the endpoint types that is referred to in the classification of events:

```
log-agent-state
log-agent-activity
```

```
log-queue
log-strategy
log-esp-service
```

With the value `false`, events associated with the named endpoint type are filtered out. For example, setting `log-queue` to a value of `false` prevents the events `EventPlacedInQueue`, `EventPlacedInWorkbin`, `EventTakenFromQueue`, and `EventTakenFromWorkbin` from being stored. The remaining two options in this section are:

- `log-userdata`—With the value `false`, data from custom fields is filtered out.

- `event-filter-by-id`—A list of comma-separated event identifiers. Only these events are stored in Event Logger. If this option is not present or contains no event identifiers, event filtering by identifier is not applied.

These event identifiers are listed in the Platform SDK 8.1.4 API Reference for .NET (or Java). For example, the identifier of EventRejected is 168.

Custom Data Sections

The five sections contain options specifying a list of events that are to be stored in custom fields of the event logger database. All five work identically, the differences being (a) the events from which the user data is taken and (b) the database table that stores them. These differences are shown in the following table.

Section	Source Event	Logger Database Table
`itx-custom-data`	`UserData` and `EventContent` attributes of interaction-related reporting events	`rpt_interaction`
`esp-custom-data`	`UserData` attribute of `EventExternalServiceRequested` and `EventExternalServiceResponded`	`rpt_esp`
`esp-service-data`	`Envelope3rdServer` attribute of `EventExternalServiceRequested` and `EventExternalServiceResponded`	`rpt_esp`
`agent-custom-data`	`EventContent` attribute of `EventCustomReporting`	`rpt_agent`
`custom-customdata`	`EventContent` attribute of `EventCustomReporting`	`rpt_custom`

For an explanation of the `Envelope3rdServer` attribute, see Platform SDK 8.1.4 API Reference for .NET (or Java).

To use these options, you must first add a field to the appropriate Event Logger database table. Its data type must be the same as that of the mapped user data key. In these sections, the options have the following characteristics:

- The name is a user data key name (case-sensitive).

- The value is three semicolon-separated strings, which specify the following:

  1. The name of the field that you added to the database table. This value is required.

  2. The data type: string, integer, or timestamp. The default is string, with default length 64. If your data type is other than string, or if it is string and you want to specify a non-default length (next item), this value is required.

  3. Optionally, the length. The default for the string type is 64. There are no default values for integer and timestamp.

For example, if you have a data key called `CustomerSegment`, you can add a custom field to store this data as follows:

1. Add a field called `customer_segment` to the `rpt_interaction` table.

2. In the itx-custom-data section, create an option called `CustomerSegment`.

3. Give it this value: `customer_segment;string;64`.

Since string and 64 are the default values for type and length respectively, the value of this option could also be simply `customer_segment`.