GENESYS™

Integrated Capture Points Guide

Notification Queries for Database Capture Point

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Notification Queries for Database Capture Point

Read the general description of configurable queries for the Database Capture Point. Notification queries are invoked upon the corresponding reporting events being generated. All notification queries are optional. If no query exists in the configuration, then no action is performed when the corresponding event occurs. Notification queries are queued (up to a `batch-size`, or up to `storing-timeout`, both configurable options) and executed in one transaction.

Notification Queries

Query parameter	Description	Reporting event (and condition)
`assignedUpdateSql`	The database query that updates the database to reflect that the associated interaction has been assigned to an agent. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: (for Interaction Server 8.5.106 and later) `update inbound set status = 'assigned', assignedto=?'PartyAgentId' where interactionid=?'InteractionId'` (for Interaction Server versions prior to 8.5.106) `update inbound set status = 'assigned' where interactionid=?'InteractionId'`	`EventPartyAdded` (party is not strategy)
`completedUpdateSql`	The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `CompleteQueues` set specified in the `iwd-parameters` section of the configuration options (if the section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'completed' where interactionid=?'InteractionId'`	`EventPlacedInQueue` (queue in `CompleteQueues`)
`canceledUpdateSql`	The database query that updates the database to reflect that the	`EventPlacedInQueue` (queue in `CancelQueues`)

Query parameter	Description	Reporting event (and condition)
	associated interaction has been placed into a queue belonging to the `CancelQueues` set specified in `iwd-parameters` section of the configuration options (if the section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'canceled' where interactionid=?'InteractionId'`	
`heldUpdateSql`	The database query that updates the corresponding database record to reflect that the associated interaction has been put on hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'held' where interactionid=?'InteractionId'`	`EventHeld`
`queuedUpdateSql`	The database query that updates the database to reflect that the associated interaction has been placed into any queue not belonging to the sets of iWD queues specified in the `iwd-parameters` section of the configuration options (such as `CancelQueues`, `CompleteQueues`, and so on). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'queued', queue=?'Queue' where interactionid=?'InteractionId'`	`EventPlacedInQueue` (queue not in any iWD queues)
`errorHeldUpdateSql`	The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `ErrorHeldQueues` set specified in the `iwd-parameters` section of the configuration	`EventPlacedInQueue` (queue in `ErrorHeldQueues`)

Query parameter	Description	Reporting event (and condition)
	options (if the section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'errorheld' where interactionid=?'InteractionId'`	
`rejectedUpdateSql`	The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `RejectQueues` set specified in the `iwd-parameters` section of the configuration options (if the section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'rejected' where interactionid=?'InteractionId'`	`EventPlacedInQueue` (queue in `RejectQueues`)
`restartedUpdateSql`	The database query that updates the database to reflect that the associated interaction has been placed in the `RestartQueues` set specified in the `iwd-parameters` section of the settings (if the section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'restarted' where interactionid=?'InteractionId'`	`EventPlacedInQueue` (queue in `RestartQueues`)
`stoppedUpdateSql`	The database query that updates the database to reflect that the associated interaction has been stopped in Interaction Server. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.	`EventProcessingStopped`

Query parameter	Description	Reporting event (and condition)
	For example: `update inbound set status = 'stopped' where interactionid=?'InteractionId'`	
`routeRequestedUpdateSql`	The query statement that updates the database to reflect that the associated interaction has been sent to a router. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'routing' where interactionid=?'InteractionId'`	`EventPartyAdded` (party is strategy)
`updatedUpdateSql`	The query statement that updates the database to reflect that the associated interaction has been updated in Interaction Server by some other entity (not this Database Capture Point). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set priority=?'Priority' where interactionid=?'InteractionId'`	`EventPropertiesChanged`
`resumedUpdateSql`	The query statement that updates the corresponding database record to reflect that the associated interaction has been resumed from a hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query. For example: `update inbound set status = 'resumed' where interactionid=?'InteractionId'`	`EventResumed`