GENESYS™

Integrated Capture Points Guide

Outbound Transformation Script

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Contents

Outbound Transformation Script

The outbound transformation script path is `iwd_scripts\IxnServer2iWDTransformer.groovy`. The script produces output in UTF-8 for Interaction Server to put into the notification queue (or to deliver to an external system by other means).

Outbound Script Parameters

The script uses the following parameters:

- `CompleteQueues`—A comma-separated list of queue names for completed interactions (default `iWD_Completed`)
- `RestartQueue`—A comma-separated list of queue names for new interactions (default `iWD_New`)
- `CancelQueues`—A comma-separated list of queue names for canceled interactions (default `iWD_Canceled`)
- `RejectQueues`—A comma-separated list of queue names for rejected interactions (default `iWD_Rejected`)
- `ExtendedAttributes`—A comma-separated list of interaction attributes that has to appear under the `<Ext>` tag of the iWD notification messages

The script uses the following internal parameters (hard-coded as static member variables) to maintain the compatibility with previous versions of iWD:

- `includeWorkbinQueueName`—If set to `true`, the default, the script includes the workbin queue name in `TaskDistributedQueue` messages, as is done in iWD. If set to `false`, the actual workbin name is included.
- `specificQueueNotifications`—If set to `true`, the script generates specific unsolicited notifications based on the queue name (for example, TaskCompleted, TaskCanceled, TaskRestarted, TaskRejected, TaskErrorHeld are generated instead of a generic `TaskDistributedQueue`). The default value is `false`, which generates the generic `TaskDistributedQueue` as is done in iWD.

The two internal parameters described above can be changed in the script file. Changes take effect after restart.

Root Element

The notification messages produced by Interaction Server always contain a single notification. This notification is a root element. The outbound transformation script expects the root element to be `messages` and if it is, treats all of the child elements as notifications (which always have the name `interaction`). If the root element is not `messages`, then it is expected to be `interaction` and is treated as a single notification element. In all other cases the transformation fails. In output XML, the root element is always `GTLMessages` and child elements are iWD notification elements.

Transforming Actions

The Interaction Server operation is specified by the `operation` attribute of the `interaction` tag. Possible actions and their translations are as follows:

- `<interaction operation='created'>`—Translates to `TaskCreated`

- `<interaction operation='changed'>`—Translates to `TaskUpdated`

- `<interaction operation='stopped'>`—Translates to nothing

- `<interaction operation='held'>`—Translates to `TaskHeld`

- `<interaction operation='resumed'>`—Translates to `TaskResumed`

- `<interaction operation='info'>`—Translates to `TaskInfo`

- `<interaction operation='moved'>`—Translates to one of `TaskCompleted`, `TaskRestarted`, `TaskCanceled`, `TaskRejected` or `TaskDistributedQueue`

- `<interaction operation='assigned'>`—Translates to `TaskAssigned`

- `<interaction operation='error'>`—Translates to `Error`

Note the transformation of the moved notification to different iWD notifications. The choice of the appropriate notification is made based on the `Queue` attribute of the original notification message as follows:

- If the value of the `Queue` attribute is included in the `CompleteQueues` parameter, then the `TaskCompleted` notification is generated.

- If the value of the `Queue` attribute is included in the `RestartQueue` parameter, then the `TaskRestarted` notification is generated.

- If the value of the `Queue` attribute is included in the `CancelQueues` parameter, then the `TaskCanceled` notification is generated.

- If the value of the `Queue` attribute is included in the `RejectQueues` parameter, then the `TaskRejected` notification is generated.

- Otherwise, the `TaskDistributedQueue` notification is generated.

Transforming Properties

The following transformation takes place for the outbound iWD message:

- All known direct children of the `properties` tag are translated according to the Translation Table for Known Attributes (Outbound) below and put into the transformed message as direct children of the notification message.

- All direct children of the `properties` tag that begin with prefix `IWD_ext_` are put into the `Ext` tag of the transformed message as child elements with the same name, but without the prefix `IWD_ext_`.

- All other children of the `properties` tag are put into the `Data` tag of the transformed message as child elements with exactly same names.

Translation Table for Known Attributes (Outbound)

Attribute Name in `properties`	iWD Message Attribute	Notes
InteractionId	BrokerId	
ExternalId	CaptureId	
SubmittedBy	CapturePointId	
IWD_CapturePointId		Ignored. `SubmittedBy` is used

Attribute Name in properties	iWD Message Attribute	Notes
		instead.
<actor>	Actor	Strategy, agent ID, or server name.
<reason>	Reason	Attribute name of reason tag.
event_time attribute of the notification	EventDateTime	If not present, it is set to the `CurrentTime` parameter of transformation.
IWD_tenantId	tenantID	
IWD_solutionId	solutionId	
IWD_departmentId	departmentId	
IWD_processId	processId	
IWD_channel	channel	
IWD_category	category	
State, Queue, IsHeld	status	Based on a set of attributes.
IWD_businessCalendarId	businessCalendarId	
SubmittedAt	createdDateTime	
HeldAt	heldDateTime	Only if held, no translation in iWD 8.0
AssignedAt	assignedDateTime	
CompletedAt	completedDateTime	
IWD_activationDateTime	activationDateTime	
IWD_dueDateTime	dueDateTime	
IWD_expirationDatetime	expirationDateTime	
Priority	priority	
IWD_reprioritizeDateTime	reprioritizeDateTime	
IWD_businessValue	businessValue	
AssignedTo	assignedToUser	
Queue	Queue	
Workbin, WorkbinAgentId, WorkbinAgentGroupId, WorkbinPlaceId, WorkbinPlaceGroupId	QueueType	- If Workbin is empty InteractionQueue - If WorkbinAgentId is set AgentWorkbin - If WorkbinAgentGroupId is set AgentGroupWorkbin - If WorkbinPlaceId is set PlaceWorkbin - If WorkbinPlaceGroupId is set PlaceGroupWorkbin

Attribute Name in properties	iWD Message Attribute	Notes
WorkbinAgentId, WorkbinAgentGroupId, WorkbinPlaceId, WorkbinPlaceGroupId	QueueTarget	First not empty