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Integrated Capture Points Guide

Query Language for Database Capture Point

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Query Language for Database Capture Point

Interaction Properties

Setting and Getting Interaction Properties and their Data

Interaction property	Can be provided in submit	Can be updated by source update query	Input data type	Output data type
InteractionId	Y	N	Varchar	Varchar(256)
ExternalId	Y	Y	Varchar	Varchar(256)
ParentID	Y	Y	Varchar	Varchar(256)
MediaType	Y	N	Varchar	Varchar(256)
InteractionType	Y	N	Varchar	Varchar(256)
InteractionSubtype	Y	N	Varchar	Varchar(256)
TenantId	Y	N	Varchar or Int	Int
Queue	Y	Y	Varchar	Varchar(256)
Workbin	Y	N	Varchar	Varchar(256)
WorkbinAgentId	Y	N	Varchar	Varchar(256)
WorkbinPlaceId	Y	N	Varchar	Varchar(256)
WorkbinAgentGroupId	Y	N	Varchar	Varchar(256)
WorkbinPlaceGroupId	Y	N	Varchar	Varchar(256)
IsOnline	Y	N	Varchar or Int	Int
ReceivedAt	Y	N	Datetime	Varchar(256)
SubmittedBy	N	N	Not applicable	Varchar(256)
State	N	N	Not applicable	Int
IsLocked	N	N	Not applicable	Int
SubmittedAt	N	N	Not applicable	Varchar(256)
DeliveredAt	N	N	Not applicable	Varchar(256)
SubmittedToRouterAt	N	N	Not applicable	Varchar(256)
PlacedInQueueAt	N	N	Not applicable	Varchar(256)
MovedToQueueAt	N	N	Not applicable	Varchar(256)
AbandonedAt	N	N	Not applicable	Varchar(256)
IsHeld	N	N	Not applicable	Int
HeldAt	N	N	Not applicable	Varchar(256)

Interaction property	Can be provided in submit	Can be updated by source update query	Input data type	Output data type
AssignedAt	N	N	Not applicable	Varchar(256)
AssignedTo	N	N	Not applicable	Varchar(256)
CompletedAt	N	N	Not applicable	Varchar(256)

Special Column Names and Data Keys

Refer to the following table for special column names or data keys.

Special Column Names & Data Keys

Special column names or data keys	Can be provided in submit	Can be updated by source update query	Input data type	Output data type
Hold	Y	Y (but should not)	Int or Varchar	
ErrorCode	Y (but should not)	Y (but should not)	Not applicable	Int
ErrorDescription	Y (but should not)	Y (but should not)	Not applicable	Varchar(256)
EventTime	N	N	Not applicable	Varchar(256) available to notification queries only
ActorType	N	N	Not applicable	Int
ActorMediaServerId	N	N	Not applicable	Varchar(256)
ActorStrategyId	N	N	Not applicable	Varchar(256)
ActorRouterId	N	N	Not applicable	Varchar(256)
ActorTenantId	N	N	Not applicable	Int
ActorPlaceId	N	N	Not applicable	Varchar(256)
ActorAgentId	N	N	Not applicable	Varchar(256)
ReasonSystemName	N	N	Not applicable	Varchar(256)
ReasonDescription	N	N	Not applicable	Varchar(256)
Operation	N	N	Not applicable	Int
ItxServerName	N	N	Not applicable	Varchar(256)
ItxServerDBID	N	N	Not applicable	Int
TenantsNames	N	N	Not applicable	Varchar(256)
TenantsDBIDs	N	N	Not applicable	Varchar(256)
ReportingEventSequenceNumber	N	N	Not applicable	Varchar(256), available to notification queries only

User Data

All other column names not corresponding to interaction properties, special column names, or data keys are interpreted as user data keys.

Data Types

The tables above refer to data types Datetime, Int, and Varchar. More formally, these data types are defined for each DBMS as follows:

Data Types Defined Per DBMS

DBMS	Int Types	Datetime Types	Varchar Types
Oracle	int, integer, smallint	date, timestamp	varchar2
DB2	numeric, decimal, smallint	timestamp	varchar, char
MSSQL	numeric, decimal, smallint, money, smallmoney	datetime, datetime2	varchar

Important

The values in columns of Datetime type are converted and attached to their corresponding keys as strings, therefore their values are available as Varchar type for output parameters. If they need to be inserted into actual datetime columns, either casting or conversion should be performed.