



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Interaction Server Administration Guide

Event Logger

Event Logger

In release 7.6.1 and later, Interaction Server includes Event Logger, a mechanism for storing reporting event messages in a database or a **message queue**. You can configure it to store all reporting events or a selected subset. You can also create multiple instances of it.

Interaction Server generates, to registered reporting engines, messages that provide a detailed picture of the processing of each interaction. It **classifies** these messages, in two ways. The attributes of these messages include much information about the interaction itself, such as its type, time received, associated agents, queues and workbins it was placed in, and so on. For a reference listing of these events and their attributes, see the **Genesyslab.Platform.OpenMedia.Protocols.InteractionServer.Events** in the **Platform SDK API Reference for .NET (or Java)**.

All **configuration** for the logger functionality is done in the Database Access Point (DAP) associated with the logger database.

There are ways to **manage** the flow of data produced by Event Logger.