Integrated Capture Points Guide

Database Capture Point

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Database Capture Point

The integrated Database Capture Point provides the ability to capture interactions from databases, and also provides compatibility with the iWD Database Capture Adapter. The Database Capture Point provides the ability to create interactions based on a database query, and to update database records to propagate changes in interaction states or parameters.

The integrated Database Capture Point picks up updates for the interactions in the source database and applies these updates to the corresponding interactions. All relevant queries for selection and updates in the source database are configurable in the integrated Database Capture Point application settings.

Outline of Deployment

1. Configure the Capture Point
   1. Start with the general procedure for creating a Capture Point Application object and a Capture Point Service.
   2. Set configuration options for your particular environment.
2. Install and configure the required ODBC driver.
3. Read about the Configurable Queries available with this Capture Point.
4. Read about the Query Language.
5. Read about Error Handling.

Configurable Queries

The set of possible configurable queries in Database Capture Point includes the queries of iWD 8.0 Database Capture Adapter and introduces a number of new queries, corresponding to existing interaction events. iWD compatibility is achieved by configuring corresponding iWD-related queries and parameters.

The queries are written in SQL language, observing the semantics of the DBMS that you are using. When performing select queries, the columns should be named as standard interaction properties or user data keys (both case-sensitive). In update queries (using the interaction parameters or special keys) the interaction parameters and user data are case-sensitive as well.

When using parameters (such as `"externalid=<external id of the interaction>"`), write a question mark followed by the name of the parameter known to the interaction server in single quotes (such as `" externalid=?'ExternalId' "`). The question mark must be followed by the parameter name in single quotes, with no spaces. Do not use the curly apostrophe/single quote symbol (ʼ face="">); use the straight single quote (').

- Inbound Queries

- Notification Queries

- Source Update Queries

- There is also the following query that does not fit in the three previous categories:

Query parameter	Description
startupQuerySql	This optional query runs once, upon the Database Capture Point point establishing a connection to the database. It cannot take any parameters from Interaction Server.

Query Language

The Database Capture Point uses a particular query language, for which a reference listing is provided.

Error Handling

In situations where a capture or update query results in an error and cannot be executed, the values `ErrorCode` and `ErrorDescription` are provided to the corresponding error queries.

A returned `ErrorCode` can be equal to `0` for different `ErrorDescriptions`. This means that the error is not a protocol error and might not have a separate error code.

If an inbound (or source update) query results in an ODBC exception, the exception is reported in the logs, and the inbound (or source update) cycle pauses for the duration of the `inbound-exception-sleep-interval` parameter (for inbound queries) or the `updates-exception-sleep-interval` parameter (for source update queries). Both of these parameters are configuration options for the Database Capture Point.