Orchestration Server Developer's Guide

Classification Interface

12/13/2025

Contents

Classification Interface

This interface provides the ability to classify and screen interaction content to help the orchestration logic determine what the customer wants.

Object Model

category

This object represents the result for an interaction classified against a given category. The name of the object will be "category". This object is accessible either through the `classification.screen.done` or the `classification.classify.done` events and the categories property with those events. Another way is via the interaction object's categories property. This is the set of properties for the object:

Name	Access	Type	Default Value	Valid Values	Description
name	read only	string	none		This is the name of the screen rule.
id	read only	string	none		This is screen rule ID from UCS.
relevancy	read only	integer	none	1-100	This indicates the relevancy of the category with respect to the interaction that was classified.

screenrule

This object represents the result for an interaction screened against a given screen rule. The name of the object will be "screenrule". This object is accessible through the `classification.screen.done` event and the screenrule property of that event. This is the set of properties for the object:

Name	Access	Type	Default Value	Valid Values	Description
name	read only	string	none		This is the name of the screen rule
id	read only	string	none		This is screen rule ID from UCS.

Name	Access	Type	Default Value	Valid Values	Description
match	read only	boolean	none	true, false	This indicates whether the interaction has met the conditions of the screen rule.
value	read only	string	none		This is the interaction content that has met the screen rules.

Action Elements

<classify>

This action takes the content of an interaction and classifies it into categories. This action is equivalent to the IRD function block "Classify".

Attribute Details

Name	Required	Type	Default Value	Valid Values	Description
requestid	false	location expression	none	Any valid location expression	This is the location for the request ID that is returned as part of this request. Any data model expression evaluating to a data model location. See SCXML Location Expressions for details. The location's value will be set to an internally generated unique string identifier to be associated with the action being sent. If this attribute is not specified, the event identifier is dropped. This identifier can be tested by the completion event handler to distinguish among

Name	Required	Type	Default Value	Valid Values	Description
					several outstanding requests. If this attribute is not specified, the identifier can be acquired from the action completion event. Every request must receive a unique identifier.
server	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the name of the classification server to be used for classifying the content of this interaction. If not supplied, the functional module will use the first available server. See SCXML Legal Data Values and Value Expressions for details.
interactionid	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the _genesys.ixn.interactions[x].g_uid of the interaction that is to be classified. There is a special value that can be returned: • ECMAScript **Null** means the functional module will not use an interaction for the request. SCXML Legal Data Values and Value Expressions for details.
root	true	value expression	none	Any value expression that returns a valid string	A value expression which returns the overall classification

Name	Required	Type	Default Value	Valid Values	Description
					category that should be used for this action. SCXML Legal Data Values and Value Expressions for details.
confidence	false	value expression	75	Any value expression that returns a valid integer between 1 and 100	A value expression which returns the minimum relevancy each classification category must have in order for Classification Server to consider an interaction as belonging to that category. See SCXML Legal Data Values and Value Expressions for details.
fromudata	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the udata key name to use as the classified data source. If this attribute and the fromvar attribute are not supplied, then the data source will be Universal Contact Server's database. See SCXML Legal Data Values and Value Expressions
fromvar	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the ECMAScript variable name to be used as the classified data source. If this attribute and the fromudata attribute are not supplied then the data source will be Universal Contact Server's database. See SCXML Legal Data Values and Value Expressions for details.

Name	Required	Type	Default Value	Valid Values	Description
allcategories	false	boolean expression	true	Any expression which returns a boolean (true, false)	A boolean expression which indicates whether or not all categories are to be used for this action. This attribute is mutually exclusive with the categories and subcategories attributes. See SCXML Conditional Expressions for details.
categories	false	value expression	none	Any expression that results in a valid string	A value expression which returns a set of comma-separated category names (ids) that is to be used to classify this interaction. For example, categories="'productx, update'" This attribute is mutually exclusive with the `allcategories` attribute. See SCXML Legal Data Values and Value Expressions for details.
subcategories	false	NMTOKEN	no	no, direct, all	This identifies how the Classification Server should handle parent and child categories when classifying the interaction: • no - The Classification Server considers only the categories you selected in the tree and does not include any child categories. • direct - The

Name	Required	Type	Default Value	Valid Values	Description
					Classification Server considers only the direct children of the selected (parent) categories. • all - The Classification Server considers all children of the selected (parent) categories. This attribute is mutually exclusive with the allcategories attribute.
attach	false	boolean	true	true and false	This indicates whether the classification results should be attached to the interaction as udata properties.

The following is an example:

```
<state id="do_classification">
    <datamodel>
        <data id="reqid"/>
    </datamodel>
    <onentry>
        <classification:classify requestid="_data.reqid" root="businessxcats"/>
    </onentry>
    <transition event="classification.classify.done" target="statex"/>
    <transition event="error.classification.classify" target="statey"/>
</state>
```

Children

None

Events

The following events can be generated as part of this action:

- `classification.classify.done` - This event is sent when the request has been accepted by the system and the interaction has been classified.
- `error.classification.classify` - This event is sent when the request has failed for some reason.

<screen>

This action takes the content of an interaction and screens it using a set of rules. This action is equivalent to the IRD function blocks "Screen" and "Multiscreen".

Attribute Details

Name	Required	Type	Default Value	Valid Values	Description
requestid	false	location expression	none	Any valid location expression	This is the location for the request ID that is returned as part of this request. Any data model expression evaluating to a data model location. See SCXML Location Expressions for details. The location's value will be set to an internally generated unique string identifier to be associated with the action being sent. If this attribute is not specified, the event identifier is dropped. This identifier can be tested by the completion event handler to distinguish among several outstanding requests. If this attribute is not specified, the identifier can be acquired from the action completion event. Every request must receive a unique identifier.

Name	Required	Type	Default Value	Valid Values	Description
server	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the name of the classification server to be used for screening this interaction. If not supplied, the functional module will use the first available server. See SCXML Legal Data Values and Value Expressions for details.
interactionid	false	value expression	"0"	Any value expression that returns a valid string	A value expression which returns the `_genesys.FMname.interactions[x].` of the interaction that is to be screened. There is a special value that can be returned: • **"0"** means the functional module will use `_genesys.FMname.interact` as the related interaction. SCXML Legal Data Values and Value Expressions for details.
language	false	value expression	English (US)	Any expression that returns a string with one of the following values: English (US), Spanish, Mandarin, Cantonese, Vietnamese, French, French (Canada), German, Italian, Japanese, Korean, Russian	A value expression which returns a string specifying a language in which screening should be done. See SCXML Legal Data Values and Value Expressions for details.
fromudata	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the udata key name to use as the

Name	Required	Type	Default Value	Valid Values	Description
					screened data source. If this attribute and the fromvar attribute are not supplied, then the data source will be Universal Contact Server's database. See SCXML Legal Data Values and Value Expressions
fromvar	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the ECMAScript variable name to be used as the screened data source. If this attribute and the fromudata attribute are not supplied, then the data source will be Universal Contact Server's database. See SCXML Legal Data Values and Value Expressions for details.
allrules	false	boolean expression	true	Any expression which returns a boolean (true, false)	A boolean expression which returns whether or not all rules are to be used for this action. This attribute is mutually exclusive with the rules attribute. See SCXML Conditional Expressions for details.
rules	false	value expression	none	Any expression that results in a valid string	A value expression which returns a set of comma-separated rule names (ids) that is to be used to screen this interaction. For example, `rules="'rule1, rulen'"` This attribute is mutually exclusive with the allrules attributes. See SCXML Legal Data

Name	Required	Type	Default Value	Valid Values	Description
					Values and Value Expressions for details.
results	false	NMTOKEN	rules	rules, matchpairs, categories, all	This identifies what results the Classification Server should return after the interaction has been screened: • **rules** - Returns screening rule IDs when a match is found. • **matchpairs** - Returns the matched pairs of screening rule IDs and specific strings of words in the interaction content that matched the screening rules. • **categories** - Returns the classification categories associated with the screening rules. • **all** - Returns screening rule IDs, key-value pairs, and categories

Name	Required	Type	Default Value	Valid Values	Description
root	false	value expression	none	Any value expression that returns a valid string	A value expression which returns the overall screening category which should be used for this action. This is attribute is mandatory when the results attribute is either "categories" or "all". SCXML Legal Data Values and Value Expressions for details.

The following is an example:

```
<state id="do_screening">
    <datamodel>
        <data id="reqid"/>
        <data id="rulesetA" expr="Rule1, Rule2, Rule3"/>
    </datamodel>
    <onentry>
        <classification:screen requestid="_data.reqid" rules="_data.rulesetA"
        results="all" />
    </onentry>
    <transition event="classification.screen.done" target="statex"/>
    <transition event="error.classification.screen" target="statey"/>
</state>
```

Children

None

Events

The following events can be generated as part of this action:

- `classification.screen.done` - This event is sent when the request has been accepted by the system and the interaction has been screened.
- `error.classification.screen` - This event is sent when the request has failed for some reason.

Events

Event	Attributes	Description
classification.classify.done		This event indicates the success of the request and that the interaction has been classified.
	requestid	This is the ID associated with the request.
	categories	This is an array of category objects which have met the criteria associated with this request and the interaction. The array is ordered from highest relevancy to lowest.
error.classification.classify		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or the interaction itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred: • Request Invalid
	description	This is a more detailed description of the error.
classification.screen.done		This event indicates the success of the request and that the interaction has been screened.
	requestid	This is the ID associated with the request.
	screenrule	This is an object which contains properties of screening rule what has met the criteria associated with this request and the interaction as well as collection of matched keys.
	categories	This is an array of category objects which have met the criteria associated with this request and the interaction. The array is ordered from highest relevancy to lowest.
error.classification.screen		This indicates that an abnormal condition

Event	Attributes	Description
		occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred: • Request Invalid
	description	This is a more detailed description of the error.