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Interaction Concentrator

custom-states Section

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custom-states Section

The options in this section define Interaction Concentrator support for the processing of custom agent states and custom user data. ICON must include the gud role to use these options.

Important

Configurations in which a particular key is specified in more than one of the following options are not supported: **AgentUserFields**, **EventData**, and **GlobalData**.

- AgentRecordUserTypes
- AgentUserFields
- EventData
- EventExtensions
- GlobalData
- max-party-info
- store-event-data
- store-event-extensions

AgentRecordUserTypes

Default Value:

Valid Values: A comma-separated list of the custom state codes and key names in the format StateCode,KeyName

Changes Take Effect: Immediately

Defines the custom agent states. The custom state code must be a number greater than 199.

The agent desktop application starts and ends custom agent states, and it sends the required key-value pair (KVP) data to ICON through the T-Server EventUserEvent. ICON verifies the values provided in EventUserEvent for the key names specified by this configuration option, in order to determine when custom states start (value for the configured key = "+") and finish (value = "-").

After a state is started and before it is finished, the desktop application can send data in user events to be stored in the custom fields that correspond to the state, as specified by the AgentUserFields configuration option. For more information about ICON custom state recording, see the section about using custom states in the *Interaction Concentrator User's Guide*.

Example: AgentRecordUserTypes = 207,AfterCallWork,208,Break

AgentUserFields

Default Value: No default value

Valid Values: A comma-separated list of the data types, table field names, and keynames in the format `Type,FieldName,KeyName,...`

Changes Take Effect: After restart

Specifies the fields in the `G_CUSTOM_STATES` table in which ICON stores values (provided in the `UserData` section of `EventUserEvent`) for the specified key names, for data that was sent while the DN was in a custom agent state.

Notes:

- All the custom data fields in the `G_CUSTOM_STATES` table require character-type data. Regardless of the data type that you specify in this option, ICON converts the value from the `UserData` KVP into a string before storing it in the custom data field that is specified for that key name. If the value of the key in the `UserData` KVP is `KVList`, ICON ignores the value.
- Ensure that the key name you specify does not conflict with a key name specified in the **EventData** or **GlobalData** options. The key names specified in the **AgentUserFields**, **EventData**, and **GlobalData** options must be unique.

Example

- `AgentUserFields = char,CUST_DATA_1,KeyName1,char,CUST_DATA_2,KeyName2`

The value of the key with the name `KeyName1` is stored in the `CUST_DATA_1` field. The value of the key with the name `KeyName2` is stored in the `CUST_DATA_2` field.

EventData

Default Value: No default value

Valid Values: A comma-separated list of the data types and key names in the format `Type,KeyName`.

Changes Take Effect: Immediately

Specifies the list of key names for which ICON stores KVP data in the `G_CUSTOM_DATA_S` table. This data is provided in `AttributeUserData` of `EventUserEvent` or `attr_event_content` of `EventCustomReporting` (provided via Interaction Server).

You can use this option to specify key names, such as `R_TimeInFocus`, which ensure that ICON writes the `EventCustomReporting` data used in interaction focus time reporting. For details, see "Processing Data from `EventCustomReporting`" in the *Interaction Concentrator User's Guide*.

Notes:

- The limit for option specifications is 255 characters. If your desired **EventData** option specification exceeds this limit, you can specify additional options in the format `EventData_X`, where `X` is any integer, 1 or greater. ICON recognizes all the **EventData** specifications as one option, and it concatenates the content of the options in sequence.
- The field for the key value in the `G_CUSTOM_DATA_S` table requires character-type data. Regardless of

the data type that you specify in this option, ICON converts the value from the UserData KVP into a string, before storing it in the G_CUSTOM_DATA_S table. If the value of the key in the UserData KVP is KVList, ICON ignores the value.

- Ensure that the key name you specify does not conflict with a key name specified in the **AgentUserFields** or **GlobalData** options. The key names specified in the **AgentUserFields**, **EventData**, and **GlobalData** options must be unique.

Example:

- EventData = char,CUSTOMER_NAME,int,CUSTOMER_PHONE

EventExtensions

Default Value: No default value

Valid Values: A comma-separated list of the data types and key names in the format Type,KeyName.

Changes Take Effect: Immediately

Dependencies: store-event-extensions

Introduced: 8.1.514.09

Related Feature: Support reporting on agent supervision (monitoring)

Related Options: enable-supervision-subscription, store-event-extensions

Specifies the list of key names for which ICON stores KVP data related to agent supervision (monitoring) in the G_CUSTOM_DATA_S table. This data is provided in **AttributeExtensions** of EventUserEvent.

Notes:

- The limit for configuration option specifications is 255 characters. If your desired **EventExtensions** option specification exceeds this limit, you can specify additional options in the format EventExtensions_X, where X is any integer, starting with 1. ICON recognizes all the **EventExtensions** specifications as one option, and it concatenates the content of the options in sequence.
- The field for the key's value in the G_CUSTOM_DATA_S table requires character-type data. Regardless of the data type that you specify in this option, ICON converts the value from the UserData KVP into a string, before storing it in the G_CUSTOM_DATA_S table. If the value of the key in the UserData KVP is KVList, ICON ignores the value.

GlobalData

Default Value: No default value

Valid Values: A comma-separated list of the data types and key names in the format Type,KeyName.

Changes Take Effect: Immediately

Specifies the list of key names for which ICON stores KVP data (provided in AttributeUserData of

EventUserEvent) in the G_CUSTOM_DATA_P table. The position of the key name in the list determines the mapping to the custom data field in the G_CUSTOM_DATA_P table.

Notes:

- The limit for option specifications is 255 characters. If your desired **GlobalData** option specification exceeds this limit, you can specify additional options in the format GlobalData_X, where X is any integer, 1 and higher. ICON recognizes all the **GlobalData** specifications as one option, and it concatenates the content of the options in sequence.
- The field for the key value in the G_CUSTOM_DATA_P table requires character-type data. Regardless of the data type that you specify in this option, ICON converts the value from the UserData KVP into a string, before storing it in the G_CUSTOM_DATA_P table. If the value of the key in the UserData KVP is KVList, ICON ignores the value.
- Ensure that the key name you specify does not conflict with a key name specified in the **EventData** or **AgentUserFields** options. The key names specified in the **AgentUserFields**, **EventData**, and **GlobalData** options must be unique.

Example:

- GlobalData = char,CUSTOMER_NAME,int,CUSTOMER_PHONE

The value of the key with the name CUSTOMER_NAME is stored in the CUST_DATA_1 field. The value of the key with the name CUSTOMER_PHONE is stored in the CUST_DATA_2 field.

max-party-info

Default Value: 16

Valid Values: Any integer from 4 to 128

Changes Take Effect: Immediately

Controls the number ICON stores of last calls/interactions and parties associated with a device. By default, ICON stores CallID and PartyID information for the 16 most recent calls/interactions and parties associated with a device into the G_CUSTOM_DATA_P, G_CUSTOM_DATA_S, and G_CUSTOM_STATES tables so that you can associate them with information from EventUserEvent and EventCustomReporting events.

If the number of parties in a call/interaction associated with a device is larger than the value set for this option, only the configured number of most recent calls/interactions and parties have informative values in the CallID and PartyID tables, while the value for all older calls/interactions and parties is null.

ICON stores information about recent parties participating in calls/interactions for a particular DN. In some scenarios, such as two-step transfers, a DN can participate in more than one call/interaction or participate multiple times in the same call/interaction. In such cases, ICON stores information for each call/interaction party the DN participated in, leading to multiple stored records for the same call/interaction. It might result in a reduced number of calls/interactions accepting custom information.

For a detailed discussion of user event and custom states reporting, see "Custom States in Interaction Concentrator" in the *Interaction Concentrator User's Guide*.

Notes:

- Setting the option to a higher value increases memory consumption. The approximate memory consumption for 30k agents with the maximum option value (**max-party-info** = 128) is about 900 Mb.
- If the option value is changed from a higher to a lower value, ICON does not remove the additional, older parties that were already associated with devices. The older parties are removed from their association with a device (and thus from memory) only when the agent participates in a new interaction or becomes a new participant in the old interaction. As a result, Genesys recommends that you restart ICON if you change the option value from a higher to a lower number.
- If the number of the most recent interactions and parties associated with a device exceeds the value you set for the **max-party-info** option, ICON removes the oldest associations, one at a time.

store-event-data

Default Value: none

Valid Values: none, all, conf

Changes Take Effect: Immediately

Specifies what, if any, KVP data ICON stores in the G_CUSTOM_DATA_S table. The KVP data can come from AttributeUserData of EventUserEvent or from attr_event_content of EventCustomReporting.

Valid Values:

- none - ICON does not store any KVP data.
- all - ICON stores the values of all keys.
- conf - ICON stores the values of the keys that are configured in the EventData option.

Notes:

- To have ICON store the data Genesys Info Mart needs in order to determine the time that an interaction was in focus on an agent desktop, set the value of this option to all or conf.
- For details about focus time reporting, see "Processing Data from EventCustomReporting" in the *Interaction Concentrator User's Guide*.

store-event-extensions

Default Value: none

Valid Values: none, all, conf

Changes Take Effect: Immediately

Dependencies: sip-enable-call-info-extended, sip-enable-call-info, enable-supervision-subscription

Introduced: 8.1.514.09

Related Feature: Support reporting on agent supervision (monitoring)

Related Options: EventExtensions

Specifies what, if any, KVP data relating to agent supervision (monitoring) ICON stores in the G_CUSTOM_DATA_S table. The KVP data comes from **AttributeExtensions** of EventUserEvent.

If you plan to use this functionality, you must also set the **[callconcentrator]:enable-supervision-subscription** option to true and, optionally, use the **[custom-states]:EventExtensions** option to specify particular KVPs to store.

Valid Values:

- none—ICON does not store any KVP data.
- all—ICON stores the values of all keys.
- conf—ICON stores the values of the keys that are configured in the **EventExtensions** option.