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Interaction Concentrator

DN Options

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DN Options

This page describes the ICON-related configuration options configured on the Annex tab of a DN configuration object. Interaction Concentrator processes these options.

All the DN configuration options that affect Interaction Concentrator behavior are contained in a special configuration section, **gts**. If required, create this section on the Annex tab of the DN object.

gts Section

- **do-not-register**
- **emulate-event-queued**
- **ivr**
- **monitor**
- **ring-divert**

do-not-register

Default Value: 0

Valid Values: 1, 0

Changes Take Effect: After restart

Enables you to prevent ICON from registering specified DNs. ICON does not receive any events from these DNs and processes data from these DNs as external.

Valid values:

- 0 - ICON functions as in prior releases, and registers this DN.
- 1 - ICON does not register the specified DN.

Important

For TServer NEC to present parties of outbound calls correctly, it is recommended to set the option to 1 for Trunk DN(s).

emulate-event-queued

Default Value: 1, 0

Valid Values: 1, 0

Changes Take Effect: Immediately

Enables the emulation of EventQueued for this particular DN. This setting supersedes the value set in an EventQueued-related option at the Switch level.

Important: Generation of EventQueued for a Routing Point, a Routing Queue, and an External Routing Point depends on a particular T-Server and its switch. ICON requires this event for correct party representation in any environment.

Default values:

- 0 - For a Routing Queue DN
- 1 - For a Routing Point DN and an External Routing Point DN

Valid values:

- 0 - EventQueued is not emulated.
- 1 - EventQueued is emulated.

ivr

Default Value: 0

Valid Values: 1, 0

Changes Take Effect: Immediately

Related Options: gls-ivr

Specifies whether ICON treats this DN as an IVR port. By default, ICON identifies DNs as IVR ports using one of the following criteria:

- DN has a type of Voice Treatment Port in Configuration Database.
- DN has a type of ACD Position or Extension, and it is specified as an Associated DN in the properties of the IVR port.

Valid values:

- 0 - ICON does not recognize this DN as an IVR port unless the DN configuration satisfies one of the above criteria.
- 1 - ICON treats this DN as an IVR port regardless of other configuration parameters specified for this DN.

You must set the value of this option to 1 if (a) you want ICON to reliably report that the endpoint associated with a party is an IVR port; and (b) the DN configuration does not satisfy either of the above criteria.

Warning: ICON does not limit the DNs to which you can apply this configuration value, and there are

no internal checks to verify that the value is correct for your deployment. Set this configuration option carefully to avoid unwanted downstream implications. For example, if you incorrectly set this option to 1 for a non-IVR device type, ICON will report it as an IVR device, and the downstream reporting application might interpret ICON data incorrectly.

See the **gls-ivr** option description to exclude data about agent activity associated with this IVR device from IDB storage. See also the description of the GSYS_EXT_INT1 field in the G_PARTY_HISTORY table, which can be found in the *Interaction Concentrator 8.1 Physical Data Model* document for your RDBMS.

monitor

Default Value: 1

Valid Values: 1, 0

Changes Take Effect: Immediately

Dependencies: support-dn-type-N

Applicable to DNs of the Virtual Queue type, this option enables the processing of Virtual Queue-related events for this particular DN. This option is meaningful only when the **support-dn-type-N** configuration option is set to 1 (default) in the corresponding Switch object configuration.

Valid values:

- 0 - ICON does not handle any Virtual Queue-related events for this DN.
- 1 - ICON processes Virtual Queue-related events for this DN.

ring-divert

Default Value: 0

Valid Values: 1, 0

Changes Take Effect: Immediately

Related Options: lookup-queue-on-ringing

Controls whether ICON identifies the PARENTPARTYID and the PARENTLINKTYPE of the Ringing party in event flows in which EventRinging comes before EventDiverted or the call is routed to an external switch.

You can set this option on the Annex tab either of the Switch or the DN configuration object, or both. If it is set to a valid value, the DN-level option overrides the value set for the Switch.

Valid values:

- 0 - ICON preserves its former behavior; that is, ICON does not identify the PARENTPARTYID or the PARENTLINKTYPE in the above-described event flows. Note however, that if the **ring-divert** option is set to 0, ICON can still identify the PARENTPARTYID or the PARENTLINKTYPE if the **lookup-queue-on-ringing** option is set to 1.
- 1 - ICON correctly sets the value of the PARENTPARTYID and the PARENTLINKTYPE.

Starting in release 8.1.400.20, Interaction Concentrator supports event flows in which EventRinging comes before EventDiverted for two-step transfer scenarios in which the transfer is completed before

the call rings on the target DN. In previous versions, such event flows were not supported, even if you set the **ring-divert** option value to 1.