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Interaction Concentrator

filter-data Section

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filter-data Section

To use the options listed in this section, create a section named **[filter-data]** in the ICON Application object.

The options in this section control Interaction Concentrator output to IDB. Refer to the *Interaction Concentrator 8.1 Physical Data Model* for your RDBMS type for details about data stored in the IDB tables that are mentioned in the option descriptions. Evaluate whether your reports require each type of described data.

Important

Excluding certain types of data from IDB storage may help you save database space, and thus improve your database performance.

Important

To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is 0 (the default value). Otherwise, ICON will not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON will not be able to identify whether call termination was initiated on the endpoint associated with this party or on the other resource.

In addition, when you set the value of the **call-metrics** option to 0 (the default value), you ensure that ICON will store records in the G_CALL_STAT table.

For more information about the releasing-party feature, see [Identifying Who Released the Call](#).

- [acd-party-history](#)
- [acd-party-metrics](#)
- [call-history](#)
- [call-metrics](#)
- [external-party](#)
- [gls-all](#)
- [gls-ivr](#)
- [gls-metrics](#)
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- [gls-queue](#)
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acd-party-history

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude party history information about distribution devices such as ACD queues, routing points, virtual routing points, and external routing points from storage in IDB. By default, ICON collects party history information about distribution devices and stores this information in the G_PARTY_HISTORY IDB table.

Valid Values:

- 0 - ICON stores party history information in the G_PARTY_HISTORY table.
- 1 - ICON does not store party history information in the G_PARTY_HISTORY table.

Notes:

- The **acd-party-history** option applies to SIP and voice interactions only.
- To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is 0 (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see [Identifying Who Released the Call](#) in the *Interaction Concentrator User's Guide*.

acd-party-metrics

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude party metrics for distribution devices such as ACD queues, routing points, virtual routing points, and external routing points from IDB storage. By default, ICON collects precalculated party metrics for distribution devices and stores this information in the G_PARTY_STAT IDB table.

Valid Values:

- 0 - ICON stores data in the G_PARTY_STAT table for distribution devices.
- 1 - ICON does not store data in the G_PARTY_STAT table for distribution devices.

Notes:

- The acd-party-metrics option applies to SIP and voice interactions only.
- To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-**

metrics, and **observer-party** options is 0 (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see [Identifying Who Released the Call](#) in the *Interaction Concentrator User's Guide*.

call-history

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude call-history information from IDB storage. By default, ICON collects and stores call history data in the G_CALL_HISTORY IDB table. When you set the call-history option to 1, ICON stops writing to this table.

call-metrics

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude call metrics from IDB storage. By default, ICON calculates call metrics and stores them in the G_CALL_STAT IDB table.

Valid Values:

- 0 - ICON stores call-metric data in the G_PARTY_STAT table.
- 1 - ICON does not store call-metric data in the G_PARTY_STAT table.

Note: To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is 0 (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see [Identifying Who Released the Call](#) in the *Interaction Concentrator User's Guide*.

external-party

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude external-party data from IDB storage. By default, ICON collects information about external parties (for example, interaction participants outside a given

switch domain) and stores this information in the following IDB tables:

- G_PARTY
- G_PARTY_HISTORY
- G_PARTY_STAT.

Valid Values:

- 0 - ICON collects and stores data about external as well as internal parties.
- 1 - ICON collects and stores data about internal parties only (for example, interaction participants within a given switch domain).

Note: To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is 0 (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource. For more information about this feature, see [Identifying Who Released the Call](#) in the *Interaction Concentrator User's Guide*.

gls-all

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude all information about agent activity from IDB storage. By default, ICON collects information about agent activity, such as login sessions or agent states, unless certain types of data are configured to be excluded by setting one or more of the following options to 1:

- gls-ivr
- gls-no-person
- gls-queue
- gls-wm

ICON stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT

- GS_AGENT_STAT_WM

When you set the **gls-all** option to 1, ICON stops writing to these tables. Note, however, that when the **gls-all** option is set to 1, ICON continues to write agent IDs to the G_PARTY table.

gls-ivr

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage data about agent activity at IVR endpoints. By default, ICON collects data about agent activity when agent login sessions are initiated from IVR endpoints and stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT
- GS_AGENT_STAT_WM

When set to 1, ICON verifies whether the DN at which an agent logs in is an IVR device; in this case, ICON does *not* store information about this agent's activity to these tables. Furthermore, for parties associated with an IVR device, ICON does not record the agent's ID in the G_PARTY IDB table.

Note: See the **ivr** option for information on how to configure a DN as an IVR port.

gls-metrics

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude agent states from IDB. By default, ICON collects agent states unless certain types of data are configured to be excluded by setting one or more of the following options to 1:

- **gls-all**
- **gls-ivr**
- **gls-no-person**
- **gls-queue**

- **gls-wm**

ICON stores agent state information in the following IDB tables:

- GS_AGENT_STAT
- GS_AGENT_STAT_WM

When set to 1, ICON does *not* store information about agent states to these tables.

gls-no-person

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude data about agent activity for agents whose login ID is not associated with any Person configuration object. By default, ICON collects data about all agent activity and stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT
- GS_AGENT_STAT_WM

When set to 1, ICON verifies whether the LoginID reported in events regarding agent states is assigned to any Person object configured in the Configuration Database; if this is not the case, ICON does not store information about this agent's activity to these tables.

gls-queue

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should filter out information from IDB storage about the queues where agents are logged in. By default, ICON collects information about agent queue(s) and stores this information in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC

- G_AGENT_STATE_RC_A
- GS_AGENT_STAT
- GS_AGENT_STAT_WM
- GX_SESSION_ENDPOINT

When set to 1, ICON stops writing queue-related data to the first five tables listed above. ICON *does* continue to write information to the GX_SESSION_ENDPOINT table about the queues where agents are logged in.

gls-wm

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage data about changes in agent work mode that do not coincide with changes in agent state. By default, ICON collects and stores data about agent work modes and changes in agents work modes in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- GS_AGENT_STAT_WM

When set to 1, ICON disregards information about work mode and work mode changes. It records a value of unknown in the IDB tables listed above.

Note: This option does not affect ICON's ability to track after-call work.

ir-history

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude data about the interaction record history from IDB. By default, ICON collects interaction record history and stores this information in the G_IR_HISTORY table.

When set to 1, ICON stops writing data to this table.

observer-party

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage data related to a service observer on a call. By default, ICON collects data about every party involved with the call and stores this information in the following IDB tables:

- G_PARTY
- G_PARTY_HISTORY
- GS_PARTY_STAT

When set to 1, ICON does not store data about the party with the Observer role to these tables.

Note: To enable identification of the party that initiated release of a call in deployments that support this feature, ensure that the value of the **external-party**, **acd-party-metrics**, **acd-party-history**, **call-metrics**, and **observer-party** options is 0 (the default value). Otherwise, ICON does not store records in the G_PARTY_STAT table for the types of parties influenced by these options. As a result, ICON cannot identify whether call termination was initiated on the endpoint associated with this party or on the other resource.

For more information about the releasing-party feature, see [Identifying Who Released the Call](#) in the *Interaction Concentrator User's Guide*.

udata-history-terminated

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Specifies whether ICON should exclude from IDB storage information about changes in UserData values for certain keys. When ICON is configured to store an entire history of UserData values for certain keys, ICON collects data about every change in value for those keys and, at interaction termination, stores this information in the following IDB tables:

- G_USERDATA_HISTORY
- G_SECURE_USERDATA_HISTORY

When set to 1, ICON does not insert new records in these tables at call termination. ICON does, however, continue to write information about the creation, addition, and removal of key-value pairs to these tables.