GENESYS

Universal Routing Reference

Additional Data Returned by SelectDN

5/1/2025

Additional Data Returned by SelectDN

Update the SelectDN list of returned keys in the *Universal Routing 8.1 Reference Manual* as follows:

If the function SelectDN succeeds in selecting an available target, then, in addition to the pair `return:ok`, the list returned by the function will contain the following keys:

- `target_name`—the name of the selected target from the list.

- `target_location`—the location of the selected target from the list.

- `target_type`—the type of the selected target from the list.

- `vq`—the virtual queue name specified as a parameter of the function SelectDN.

- `dn`—an available DN of the selected target; this value is reported by Stat Server. If the target is an agent and the option `use_agentid` is set to true, then the value of this key will not be a DN but the Employee ID of the agent.

- `switch`—the switch where the DN provided for the selected target is located; this value is also reported by Stat Server.

- `agent`—the Employee ID of the agent selected; this value, reported by Stat Server, is present only if the target is of type Agent (`.A`) or Group of Agents (`.GA`).

- `place`—the name of the place selected; this value, reported by Stat Server, is present only if the target is of type Agent (`.A`), Group of Agents (`.GA`), Agent Place (`.AP`), Group of Places (`.GP`) or Campaign Group.

- `rdnan`—available DN of the selected target; this value is reported by Stat Server. As opposed to dn key. this value is always real agent's DN.

- `stat_value`—if target was selected based on some statistic then this key will be included and provide value of this statistic.

- `priority`—if priority of call in queue from which target was selected is not 0. then this value will be included and provide this priority value.

- `*mismatch`—if for target selection best fit factor was used, then this value will be included and provide `mismatch` of the selected target from the ideal one.

- Also if cost type routing was used, then the list can contain a set of keys (`cost.type`, `cost.cost1`. `cost.cost2`, `cost.orig`, `cost.dest`, `cost.contract`, `cost.table`. `cost.day`, `cost.time`, `cost.interval`, `cost.va`) reflecting different aspects of cost information for this specific call and selected target.