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Genesys Events and Models Reference

[Change Properties](#)

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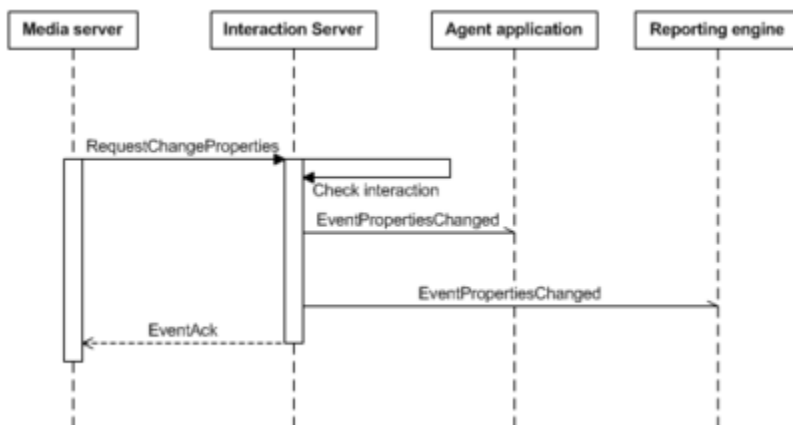
Change Properties

This scenario has several versions, differentiated first of all according to which entity initiates the request to change properties:

- Media server initiates the request
 - While an agent is processing the interaction.
 - While URS is processing the interaction.
- URS initiates the request (only while URS is processing).

Media Server Requests While Agent is Processing

In this phase, shown in the following figure, a media server asks to change the properties of an interaction. Interaction Server informs the reporting engine and the agent who is processing the interaction.



Media Server Requests While Agent is Processing

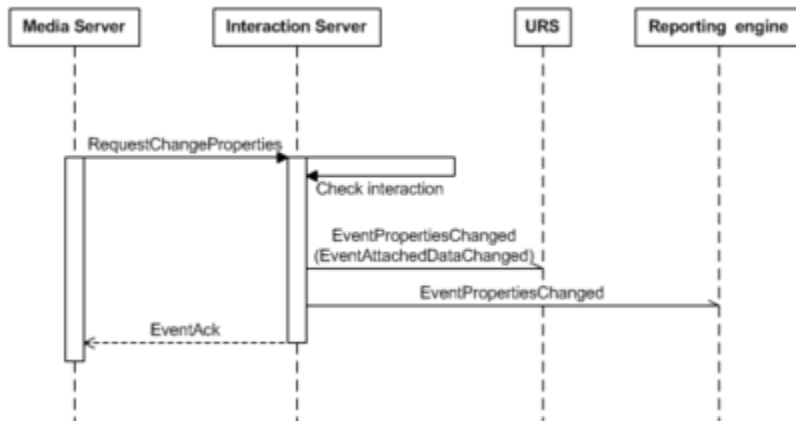
This phase uses the messages shown in the following table:

Messages in Media Server Requests While Agent is Processing

Message	Protocol
EventAck	Interaction Management
EventPropertiesChanged	Interaction Management

Media Server Requests While URS is Processing

In this phase, shown in the following figure, a media server asks to change the properties of an interaction. Interaction Server informs the reporting engine and URS, which is processing the interaction.



Media Server Requests While URS is Processing

This phase uses the messages shown in the following table:

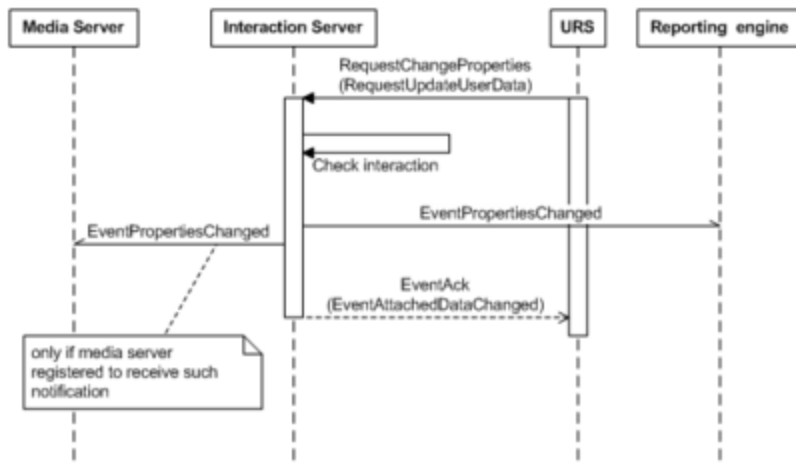
Messages in Media Server Requests, URS is Processing

Message	Protocol
EventAck	Interaction Management
EventAttachedDataChanged, used here in place of EventPropertiesChanged	T-Library

This phase uses the T-Library `EventAttachedDataChanged` to stand in for the Interaction Management `EventPropertiesChanged`.

URS Requests

In this phase, shown in the following figure, URS changes the interaction properties. If the media server has included the extension `event_properties_changed`, with nonzero value, in its `RequestRegisterClient` message, then Interaction Server sends `EventPropertiesChanged` informing it of the change.



URS Requests

This phase uses the messages shown in the following table:

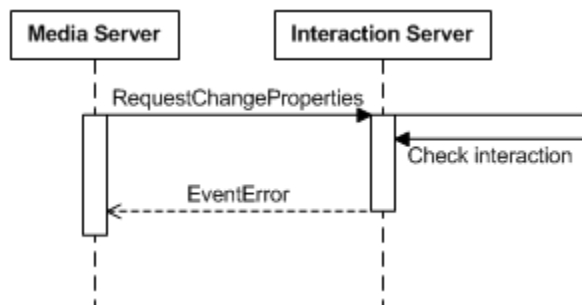
Messages in URS Requests

Message	Protocol
EventAttachedDataChanged, used here in place of EventAck	T-Library
EventPropertiesChanged	Interaction Management

This phase uses the T-Library RequestUpdateUserData to stand in for the Interaction Management RequestChangeproperties. It also uses the T-Library EventAttachedDataChanged to stand in for the Interaction Management EventAck.

Unsuccessful Request

In this phase, shown in the following figure, Interaction Server finds that the request is invalid.



Unsuccessful Request

This phase uses the messages shown in the following table:

Messages in Unsuccessful

Message	Protocol
EventError	Interaction Management