

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Developer's Guide

Customizing Journey Timeline

Customizing Journey Timeline

Important

Prerequisites: You need to enable profiles in UCS.

Customizing Journey Timelines

All customization can be done in a few steps:

- 1. Edit the <Context_Services_HOME>/files/configprofileconfig.json file that contains all information relative to the displayed data of the timeline UI.
- 2. Read further sections explaining how you can create new data to be displayed for both states and profiles, then edit the profileconfig.json file.
- 3. Be sure to restart your Context Services application after you saved your edits.

Important

Make sure to save this file in UTF-8.If you remove the profileconfig.json file, then Journey Timeline loads the default settings.

Customizing Profiles

Customer Profile	KPIs	Journey Details
Identification		
Customer Name		Jones Jane
Title		Sr. Product Manager
Company		Genesys
Segmentation		
City		Smallville
Language		English
Sentiment		Positive
Contact Inform	ation	
Phones		5125
		6504661100
Emails		jones@demosrv.genesyslab.com
		jane@gmail.ca

You can edit the information displayed in the GLOBAL_PROFILE_EXTENSIONS section of the profileconfig.json file:

- Add or remove information in mapping and CustomerProperties section.
- Edit icons and color for customerName, EmailAddress, and PhoneNumber fields.
- Add or remove search menu items in the searchOptions section.

```
"GLOBAL_PROFILE_EXTENSIONS":{
    "mapping":{"Phone Number": "PhoneNumber", "Email":"EmailAddress", "Customer
ID":"customer_id", "Anonymous ID": "Anonymous ID", "Country": "Country", "AddressState":
    "State", "Title":"Title", "City":"City", "Language":"Language"},
    "searchOptions":{"Phone Number": "PhoneNumber", "Email":"EmailAddress", "Customer
ID":"customer_id", "Anonymous ID": "Anonymous ID"},
    "ExtraQueryOptions": {"include_profile":"yes"},
    "CustomerProperties": [{"label":"customer_id", "value":"Customer ID", "showInTable":"no",
    "primaryKey":"yes"},
    {"label":"LastName", "value":"Last Name"},
    {"label":"PhoneNumber", "value":"Phone"},
```

Reversing Timeline Display

Introduced in: 8.5.207.05

The Journey Timeline can display a Conversation in reverse order with the latest events displayed on top of history. To activate the reverse order, edit the PROFILE_CONFIG section of the profileconfig.json file and add the following attribute:

Customizing Display for States

	•			
Customer Name : Jones Jane		Filter		
BlueSky Flight Status Active - 1 state BlueSky Book Flight Active - 2 states				
::: Timeline for BlueSky Book Flight	Customer Profile KPIs Journey Details			
O 2016-01-08 - 3 days ago	Currently Selected : All Services →	BlueSky Book Flight		
14.28.28 GMT+1 (0) BlueSky Upsell Active - 3 days and in progress.	• Key timestamp	Value 2016-01-08T13:08:54.371Z		
	session_id	<u>aa</u>		
BlueSky Confirmation (B) 16:25:47 GMT+1	media_type	100		
Active - 3 deys and in progress.				

The UI displays name and state information about states in the timelines and details panels. You can expand this information by configuring which JSON extension your wish to display in the "STATE_EXPRESSIONS" section of the profileconfig.json file as explained below.

Mapping with extension

To add a JSON extension, to a service, state, or task, all you need to do is to specify the JSON extension value when creating or updating your resources with a REST query. For instance, you can define a new **CRMData** state extension with a simple POST query at state completion:

```
POST http://localhost:8080/genesys/1/cs/services/711982/states/5362/end
```

```
{
    "service_id": 711982,
    "CRMData": {
        "caseNumber": "GF4GHL",
        "caseOwner": "Bogota 11:00 - 12:00"
    },
    "state_id": 2357138,
    "duration": 26,
    "state_type": "Support Ticket",
    "state_type": "Support Ticket",
    "started": {
        "timestamp": "2015-04-08T11:50:46.287Z",
        "media_type": "mobile",
        "application_id": 5000
    },
    "completed": {
```

```
"timestamp": "2015-04-08T11:50:46.313Z"
}
```

In the above code snippet, the **CRMData** extension contains two fields: **caseNumber** and **caseOwner**:

```
"CRMData": {
    "caseNumber": "GF4GHL",
    "caseOwner": "Bogota 11:00 - 12:00"
    }
```

To display the **CRMData** extension in the state boxes of the UI, edit profileconfig.json and find the "STATE_EXPRESSIONS" section. This is where you can add an html expression used to display your extension information.

```
"STATE_EXPRESSIONS":{
    "CRMData": <state expression>
}
```

The expression can include standard HTML elements and angular expression mapped with the extension fields, available in the additionalInfo object.

- If your extension is not an object, you can access its value by calling additionalInfo.values.
- If your extension is an object, you can access field values by calling additionalInfo.values.

For instance, the fields of CRMData are available in additionalInfo.value.caseOwner and additionalInfo.value.caseNumber variables. The following code snippet shows how to display these fields in the state boxes of the UI.

```
"STATE_EXPRESSIONS":{
    "CRMData": " {{additionalInfo.value.caseOwner}}'s case number is
{{additionalInfo.value.caseNumber}} "
}
```

Customizing Timeline Icons for Service, Event, and Task

Configuring new Timeline Icons and Colors

- 1. In the **business-attributes** section of your GMS application, configure map-names = true
- Define media_type=MediaType for Service, State, and Task as follows: #: Service.media_type=MediaType State.media_type=MediaType

Task.media_type=MediaType

See (resourcename.fieldname) for further details.

- 3. Find the **Business Attributes** in your Environment. Create the MediaType Business Attribute.
- 4. In MediaType, add New Business Attribute Values for media names such as voice, ivr, agent,

email, and so on. For example, create the Business Attribute Value voice where the name field is voice.

Modify and replace TIMELINE_ICONS and TIMELINE_COLORS with the MediaType names and, if required, the icons in the file located in

```
<Installation folder>\gsg-app\gsg-server\gsg-web\src\main\webapp\develop\app\
configuration\configuration.json
```

For example:

```
"TIMELINE_ICONS": {
 "voice" : "fonticon icon-audio-voice",
"voice : "fonticon icon-agent",
"email" : "fonticon icon-email",
"vmail" : "fonticon icon-voicemail",
 "smail" : "fonticon icon-email",
 "chat" : "fonticon icon-chat",
 "video" : "fonticon icon-chat-video",
 "cobrowsing" : "fonticon icon-cobrowse",
"whiteboard" : "fonticon icon-checkbox",
"appsharing" : "fonticon icon-share",
 "webform" : "fonticon icon-page-single",
 "workitem" : "fonticon icon-agent-status-work",
 "callback" : "fonticon icon-iw-active-circle-callback",
 "fax" : "fonticon icon-printer",
"imchat" : "fonticon icon-people-chat",
"busevent" : "fonticon icon-event-cluster",
 "alert" : "fonticon icon-alert-triangle",
 "sms" : "fonticon icon-sms-transfer",
 "anv" : "fonticon icon-help",
 "auxwork" : "fonticon icon-agent-status-work",
 "outboundpreview" : "fonticon icon-outbound",
"trainingitem" : "fonticon icon-training",
"smssession" : "fonticon icon-sms-message",
 "mms" : "fonticon icon-inspect",
 "mmssession" : "fonticon icon-inspect-chat",
 "default" : "fonticon icon-agent-status-queue-empty"
},
"TIMELINE_COLORS": {
 "voice" : "#203B73",
 "voip": "#2E69DB",
"email" : "#5E99FF"
 "vmail" : "#9BBCE0",
 "smail" : "#5A6B8C",
 "chat" : "#0F6A51",
"video" : "#569180"
 "cobrowsing" : "#14819C",
 "whiteboard" : "#7EC0C2"
 "appsharing" : "#AFD6D2",
 "webform" : "#584FB3",
 "workitem" : "#7272E0",
 "callback" : "#B9B9F0",
 "fax" : "#575746",
"imchat" : "#827C75"
 "busevent" : "#C9C4B7",
 "alert" : "#8C6542",
 "sms" : "#8A4D67",
 "any" : "#C48C88"
 "auxwork" : "#EBC8BE"
 "outboundpreview" : "#724787".
 "trainingitem" : "#B07EC2",
```

```
"smssession" : "#D1B4D9",
"mms" : "#555D66",
"mmssession" : "#4AC764",
"default" : "#555D66"
},
```

Providing the media_type Parameter in GMS Requests

As a result, the timeline uses the customized icons to display GMS requests that include one of MediaType Business Attribute Values in the media_type parameter.

- If the media_type parameter includes an invalid value, the request fails.
- By default, if the request is missing the media_type parameter, the timeline uses the icon corresponding to "media_type": "any" .
- If you provide a valid media_type which is not mapped with any value in the TIMELINE_ICONS and TIMELINE_COLORS arrays, the timeline uses the icon corresponding to "media type": "default".

List of Supported Icons

Here is the list of available icons:

```
icon-24-control-pause
icon-24-control-pause-solid
icon-24-control-play
icon-24-control-play-solid
icon-24-graph-bar
icon-24-graph-edit
icon-24-graph-grid
icon-24-graph-line
icon-24-graph-stack
icon-8-dropdown-arrow-small
icon-access
icon-actionable
icon-actionable-disable
icon-actionable-notset
icon-add
icon-add-bold
icon-adjust
icon-agent
icon-agent-add
icon-agent-edit
icon-agent-group
icon-agent-offline
icon-agent-ready
icon-agent-ready-partial
icon-agent-search
icon-agent-status-busy
icon-agent-status-not-ready
icon-agent-status-out-of-service
icon-agent-status-queue-empty
icon-agent-status-queue-full
icon-agent-status-queue-part-full
icon-agent-status-ready
icon-agent-status-ready-partial
icon-agent-status-unavailable
icon-agent-status-unknown
icon-agent-status-work
icon-agent-time
```

icon-agent-unavailable icon-aix icon-alert-checkmark icon-alert-circle icon-alert-info icon-alert-octo icon-alert-triangle icon-app-all icon-app-chart icon-app-generic icon-app-layout icon-app-table icon-arrow-down icon-arrow-left icon-arrow-right icon-arrow-up icon-attach icon-audio-disable icon-audio-music icon-audio-no icon-audio-rec icon-audio-rec-disable icon-audio-voice icon-audio-yes icon-bar-graph-variable-1 icon-bar-graph-variable-2 icon-biz-attribute icon-biz-attribute-disable icon-blocks icon-book-address icon-book-open-details icon-briefcase icon-calculator icon-calendar-day icon-calendar-generic icon-calendar-month icon-calendar-month-highlight icon-campaign icon-campaign-disable icon-cells icon-certificate icon-chat icon-chat-add icon-chat-disable icon-chat-edit icon-chat-edit-disable icon-chat-end icon-chat-forward icon-chat-multi icon-chat-oval icon-chat-oval-close icon-chat-oval-multi icon-chat-oval-transfer icon-chat-video icon-checkbox icon-checkbox-tick icon-checkmark-bold icon-chevron-left icon-chevron-right icon-circle-add icon-circle-arrow-down icon-circle-arrow-left icon-circle-arrow-right

icon-circle-arrow-up icon-circle-close icon-circle-expand-down icon-circle-expand-left icon-circle-expand-right icon-circle-expand-up icon-clip-approve icon-clip-exchange icon-clip-list icon-clock icon-clone icon-close icon-close-bold icon-cloud-a icon-cloud-b icon-cobrowse icon-cobrowse-chat icon-cobrowse-end icon-collapse icon-column-direction icon-column-direction-active icon-configuration icon-configuration-disable icon-contact-add icon-contact-assign icon-contact-delete icon-contact-id icon-contact-id-fetch icon-contact-switch icon-control-backward icon-control-forward icon-control-left icon-control-right icon-control-skip-left icon-control-skip-next icon-control-skip-previous icon-control-skip-right icon-control-stop icon-cs-mobile icon-cs-social icon-cs-web icon-dash icon-dialpad icon-doc-add icon-doc-all icon-doc-all-save icon-doc-detail icon-doc-detail-add icon-doc-forward icon-doc-generic
icon-doc-generic-b icon-doc-no icon-doc-phone-call icon-doc-save icon-download icon-dropdown-arrow icon-email icon-email-delete icon-email-forward icon-email-move-to-folder icon-email-reply icon-email-reply-all icon-email-resend

icon-email-send icon-email-transfer icon-enterprise-extension icon-error-bold icon-escalate icon-event-cluster icon-expand icon-expand-down icon-expand-left icon-expand-right icon-expand-up icon-face-happy icon-face-neutral icon-face-sad icon-face-solid-happy icon-face-solid-sad icon-face-unknown icon-facebook-square icon-film icon-film-broadcast icon-filter icon-folder icon-folder-add icon-folder-disabled icon-folder-media icon-folder-open icon-folder-open-in icon-folder-open-out icon-folder-progress icon-follow icon-follow-disable icon-font-bold icon-font-decrease icon-font-increase icon-font-italic icon-font-style icon-font-underline icon-full-screen icon-generic icon-generic-disable icon-generic-laptop icon-generic-mobile-phone icon-generic-pc icon-generic-tablet icon-grab icon-graph-bar icon-graph-chart icon-graph-spark icon-grip-horizontal icon-grip-vertical icon-group icon-help icon-home icon-host icon-hp icon-in icon-in-small icon-inspect icon-inspect-chat icon-inspect-chat-disable icon-inspect-disable icon-ivr icon-ivr-disable

icon-iw-active-circle-callback icon-iw-active-circle-campaign icon-iw-active-circle-chat-round icon-iw-active-circle-chat-square icon-iw-active-circle-doc icon-iw-active-circle-email icon-iw-active-circle-facebook icon-iw-active-circle-globe icon-iw-active-circle-media icon-iw-active-circle-phone-cancel icon-iw-active-circle-phone-conf icon-iw-active-circle-phone-dial icon-iw-active-circle-phone-pause icon-iw-active-circle-phone-play icon-iw-active-circle-phone-voice icon-iw-active-circle-question icon-iw-active-circle-rss icon-iw-active-circle-twitter icon-iw-active-circle-voice icon-iw-active-circle-voice-chat icon-iw-active-square-view icon-iw-arrow-outline-in icon-iw-circle-no-add icon-iw-circle-no-chevron-down icon-iw-circle-no-chevron-up icon-iw-circle-yes-add icon-iw-circle-yes-chevron-down icon-iw-circle-yes-chevron-up
icon-iw-control-circle-back icon-iw-control-circle-fwd icon-iw-control-circle-home icon-iw-control-circle-play icon-iw-control-circle-stop icon-iw-done-and-stop icon-iw-history icon-iw-in-progress icon-iw-inspect-voice icon-iw-inspect-voice-cancel icon-iw-monitor-chat icon-iw-monitor-voice icon-iw-queue icon-iw-routing-point icon-iw-save icon-iw-save-as icon-iw-square-facebook-email icon-iw-square-facebook-no icon-iw-square-facebook-transfer icon-iw-square-facebook-workbin icon-iw-square-rss-transfer icon-iw-square-rss-workbin icon-iw-square-twitter-follow icon-iw-square-twitter-no icon-iw-square-twitter-transfer icon-iw-square-twitter-workbin icon-iw-video-suspend icon-iw-video-thumb-cancel icon-iw-video-thumb-show icon-iw-video-thumb-swap icon-iw-voice-inspect icon-iw-voice-inspect-cancel icon-link icon-linux icon-list-bullets

icon-list-numbers icon-login-checkmark icon-login-error icon-login-info icon-merge icon-minimize icon-more icon-ms icon-network icon-notebook icon-out icon-out-small icon-outbound icon-page-multi icon-page-search icon-page-single icon-palette icon-parameter icon-parameter-group icon-pencil icon-people icon-people-chat icon-person icon-phone icon-phone-add icon-phone-chat-media icon-phone-conference icon-phone-decline icon-phone-disabled icon-phone-forward icon-phone-hold icon-phone-incoming icon-phone-pause icon-phone-rec icon-phone-rec-pause icon-phone-rec-resume icon-phone-rec-stop icon-phone-voice icon-phone-voice-retrieve icon-phones icon-picture icon-pie-chart icon-pin icon-pin-alert icon-pin-check icon-pin-sold-remove icon-pin-solid icon-pin-solid-add icon-pin-time icon-pin-zoom-in icon-pin-zoom-out icon-pinned icon-play-list icon-printer icon-progress-bar icon-radio icon-radio-active icon-refresh icon-refresh-with-feedback icon-reload icon-remember icon-reset icon-rss

icon-rss-square icon-screen-rec-pause icon-screen-rec-record icon-screen-rec-resume icon-screen-rec-stop icon-search icon-search-next icon-search-previous icon-searched-term icon-secure icon-select icon-select-no icon-select-yes icon-server icon-server-add icon-settings-gear icon-settings-gears icon-settings-sliders icon-share icon-sharethis icon-shuffle icon-site icon-site-disable icon-skills icon-slide-back icon-slide-fwd icon-small-checkmark icon-small-close icon-small-plus icon-sms-cancel icon-sms-message icon-sms-reply icon-sms-transfer icon-solaris icon-special-g-brandmark icon-star-edit icon-star-outline icon-stars icon-stars-add icon-stars-lock icon-stars-remove icon-superviser-chat-cancel icon-supervisor icon-supervisor-cancel icon-supervisor-chat icon-supervisor-voice icon-supervisor-voice-cancel icon-switch icon-switch-disable icon-symbol-man icon-symbol-woman icon-tag-stat-add icon-tag-stat-remove icon-team-communicator icon-tenant icon-tenant-disable icon-text-centered icon-text-generic icon-text-indent-left icon-text-indent-right icon-text-justify-center icon-text-justify-full
icon-text-justify-left

icon-text-justify-right icon-text-spelling icon-thumbs-down icon-thumbs-up icon-tick icon-timeline icon-toggle icon-toggle-off icon-toggle-on icon-training icon-trash icon-twitter icon-twitter-square icon-unmerge icon-video icon-video-add icon-video-disable icon-video-end icon-video-forward icon-video-pause icon-videocam-1 icon-videocam-1-disable icon-videocam-2 icon-videocam-2-disable icon-view-details-bottom icon-view-details-right icon-view-grid icon-view-list icon-view-stacked icon-view-tree icon-window-expand icon-zoom-in icon-zoom-out