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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 Information		
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":"FirstName", "value":"First Name"},
                        {"label":"PhoneNumber", "value":"Phone"}],
```

```
        {"label": "EmailAddress", "value": "Email"},
        {"label": "Country", "value": "Country"},
        {"label": "AddressState", "value": "State"},
        {"label": "Title", "value": "Title"},
        {"label": "City", "value": "City"},
        {"label": "Language", "value": "Language"}],

    "customerName": {"icon": "fonticon icon-person", "color": "#2E69DB"},
    "EmailAddress": {"icon": "fonticon icon-email", "color": "#555D66"},
    "PhoneNumber": {"icon": "fonticon icon-phone", "color": "#A6AAAF"}
}
```

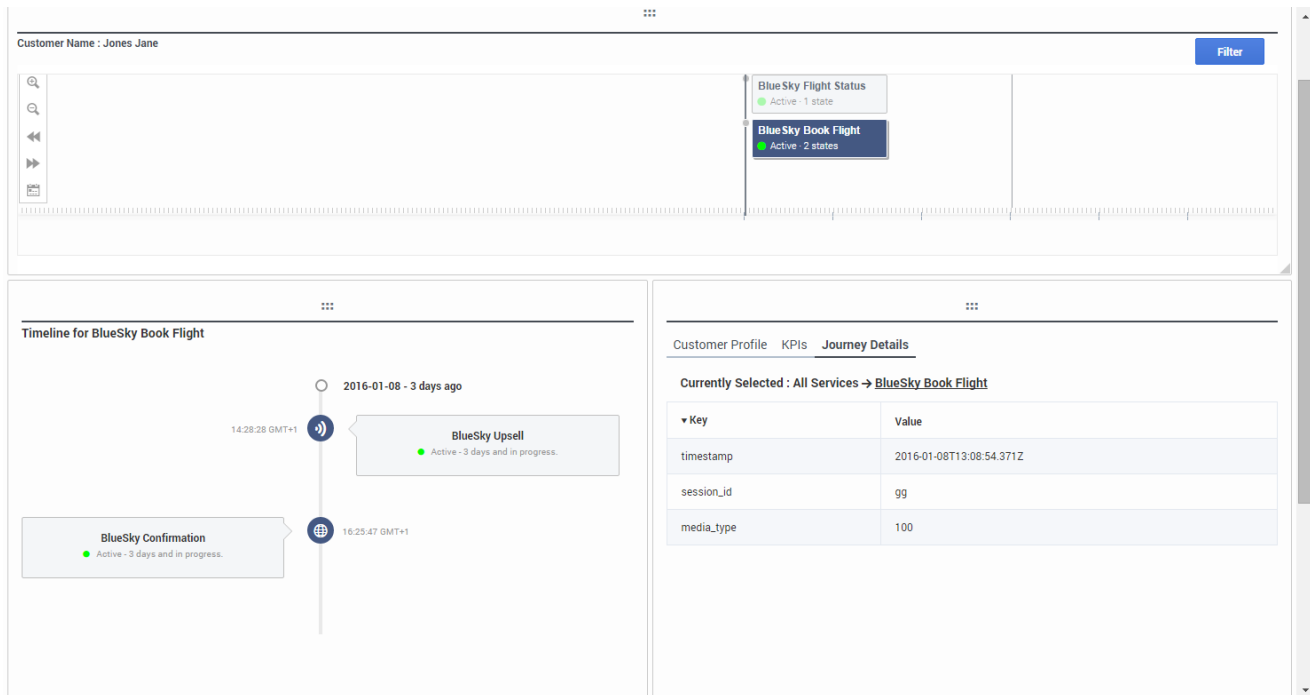
Reversing Timeline Display

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:

```
"TIMELINE_CUSTOMIZATION": {
  "stateOrder": "reverse"
}
```

Customizing Display for States



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 you 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 **CRMDData** 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,
  "CRMDData": {
    "caseNumber": "GF4GHL",
    "caseOwner": "Bogota 11:00 - 12:00"
  },
  "state_id": 2357138,
  "duration": 26,
  "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 **CRMDData** extension contains two fields: **caseNumber** and **caseOwner**:

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

To display the **CRMDData** 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":{
  "CRMDData": <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.<field_name>`.

For instance, the fields of `CRMDData` 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":{
  "CRMDData": "<p> {{additionalInfo.value.caseOwner}}'s case number is
{{additionalInfo.value.caseNumber}} </p>"
}
```

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`
2. 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.

5. 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",
  "voip" : "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",
  "any" : "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",
  "mmsession" : "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",  
"mmsession" : "#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-supervisor-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