GENESYS

Composer Help

Interaction Queue Views

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Interaction Queue Views

Contents

This topic applies to the Views property for the Interaction Queue Block and Workbin Block topics. Views define parameters for pulling interactions from queues and workbins for submittal to workflows (routing strategies) for further processing.

Multiple Views Per Queue

You can create multiple Views per queue. Composer creates a dedicated output port on the Interaction Queue block for each View defined in the block.

Defining Views

You are required to create at least one View. To define a View: From the Views property in the Interaction Queue or Workbin block:

1. Click under Value to display the ⬚ button.

2. Click the ⬚ button to open the View Properties dialog box.
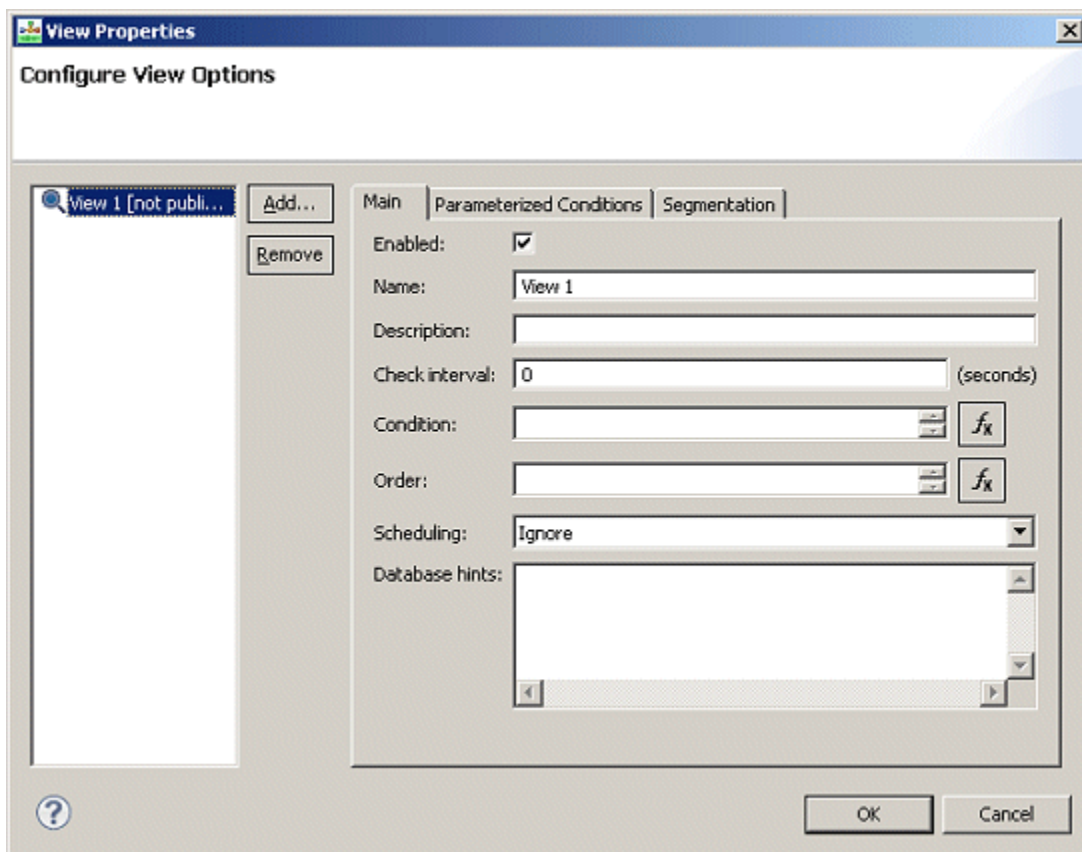
1. Click Add to display fields in the Main tab.

2. Complete the fields as described below.

Main Tab

Fields in the Main tab are described table below.

Field	Description
Enabled	Check the box to make the view ready to extract interactions.
Name	Enter a name for the view to be used when saving as Configuration Database `Script` object.
Description	Enter text describing the view.
Check Interval	Enter the number of seconds to specify the frequency (time interval) that Interaction Server will use to check the queue and, if necessary, adjust the number of interactions that can be submitted to the workflow based on the Scheduling field.
Condition	You have the option of creating an expression to be used as the basis for extract interactions from the queue. Examples: `customer_segment='gold' AND service_type='sales'` `_time_in_queue[] > 4320` You can specify one or more expressions, which can be comprised of: • An interaction attribute name from the interactions table. The *eServices/Multimedia User's Guide* lists and describes the interaction attributes that you can use when building an expression. • A relational operator, such as an equal sign or a greater than sign. • The attribute value in single quotes. • The expression is used for interaction selection as if you were constructing a SQL SELECT statement and specifying a WHERE clause.

Order	You have the option of defining the order for extracting interactions from the queue:
	
	`order:= [property_order[,order]]property_order:=`
	`property_name [asc|desc]` Example using an attribute found in the eService/Multimedia interactions table: `priority DESC`

Scheduling	Use to specify the scheduling condition that Interaction Server should use, based upon the scheduled time contained in interactions. The interaction scheduling functionality uses a

	database field called `scheduled_at`, which is mapped to an interaction property called ScheduledAt. For information on this field, see the chapter on interaction properties in the *eService/ Multimedia User's Guide*. Select one of the following: - Ignore Scheduling. Default. Select if there is no scheduled processing. Even if the value of ScheduledAt is set for some interactions, Interaction Server ignores it. - Scheduled Only. Select to process only interactions that are scheduled (ScheduledAt is set) as per the value of the scheduled time. If selected, Interaction Server uses the following condition: (`_current_time() >= scheduled_at`) and the following order: `scheduled_at, received_at, id`. This condition and the conditions below are stored in the Scripts folder of Configuration Manager, `InteractionQueueView` object, Annex tab. - Scheduled and Unscheduled. Select to process scheduled interactions at scheduled times (ScheduledAt is set) and after that, process unscheduled interactions. In this case, scheduled interactions are delayed until the scheduled time, and all others are processed immediately afterwards. If selected, Interaction Server uses the following condition: ((scheduled_at is NULL) OR (`_current_time() >= scheduled_at`)) and the following order: `scheduled_at, received_at, id`. - Unscheduled Only. Select to process only interactions that are unscheduled (ScheduledAt is not set). Interaction Server uses the following condition: (`scheduled_at is NULL`)
Database Hints	This field is only applicable to an Oracle database. Background: Oracle allows special tags in SQL queries that cause queries to execute in a way that optimizes performance. These tags are called Hints. For example, you may wish Oracle to use a certain index to reorder data during query execution. You can apply a Hint, which will cause Oracle to use a specific index. One Hint that Oracle provides is: `/*+ index (interactions interactions_default_view_idx) */`. You could enter this Hint in the Database Hints field.

Parameterized Conditions Tab

Use the Parameterized Conditions tab to specify interaction attributes that can be used in pull

requests from clients of Interaction Server (for example, from an agent desktop). Each pull request can use any listed attribute, a combination of listed attributes, or none. If an attribute is not listed on this tab, then client applications cannot use it. For details on pull requests, see the RequestPull section in the chapter on Interaction Management Protocol in the *eService/Multimedia Open Media Interaction Models Reference Manual.* For example, if the Parameterized Conditions tab lists the from_address attribute, then a pull request from a client can include a condition such as `from_address=joe_customer@myisp.com`. This would retrieve all interactions from a particular contact. The Condition tab and the Parameterized Conditions tab both make use of interaction attributes (see the chapter on Interaction Properties in the *eService/Multimedia User's Guide*. The difference between them is:

- The Condition tab states a condition that applies to all pull requests.

- The Parameterized Conditions tab only lists attributes that can be used as parameters in a pull request, but it is up to the client whether or not to use these attributes.

You can: Select the attribute from a drop-down list of interaction attributes. This list includes most of the attributes in the `interactions` table. The exceptions are abandoned_at, destinations, moved_to_queue_at, scheduled_at, server_id, and snapshot_place_id. You can also enter the name of a custom property that you have created in Configuration Manager. Creating custom properties is described in the Interaction Properties section of the chapter on Interaction Properties in the *eService/Multimedia User's Guide*.

Using the Parameterized Conditions Tab

1. Click the Parameterized Conditions tab in the View Properties dialog box.

2. Click **Add**. The Property Configuration dialog box opens.
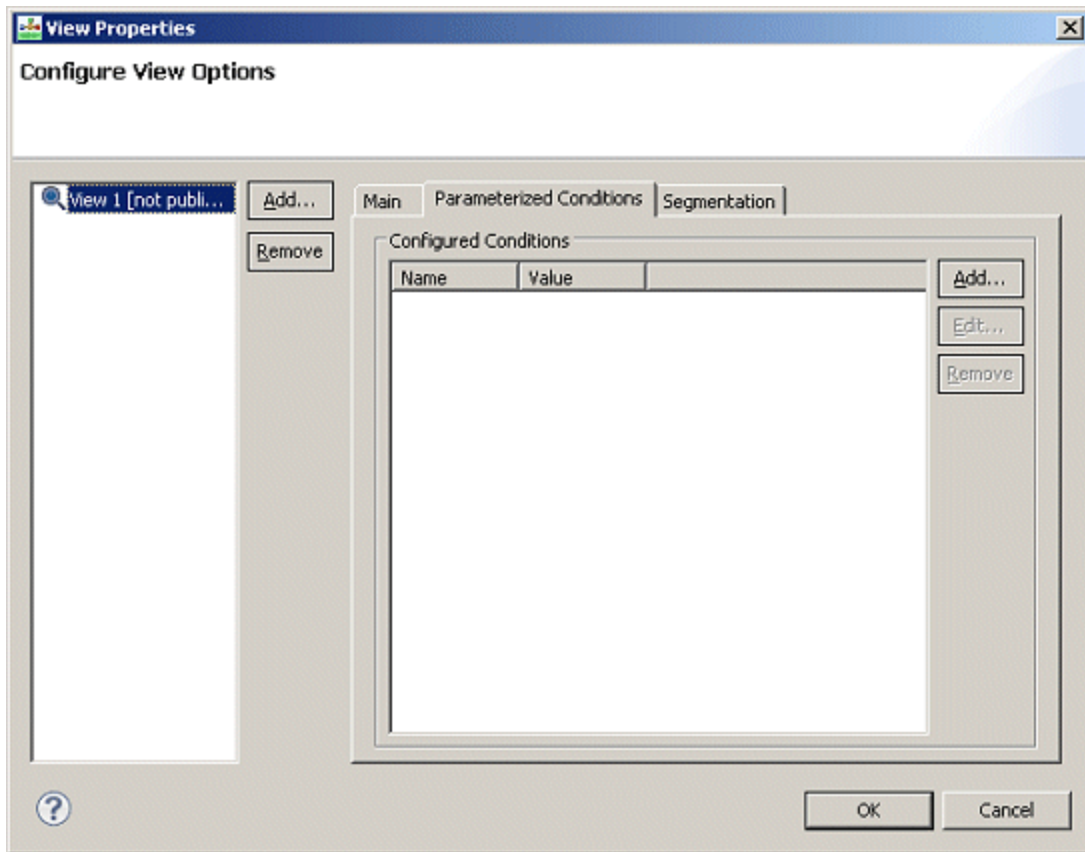
3. Under Name, enter an Interactions table attribute.

4. Under Value, enter a value.

5. Click **OK**. The View Properties dialog box shows your entry.

Segmentation Tab

Use the Segmentation tab on the View Properties dialog box to submit an equal number of interactions of different segments, to define a default limit for each segment pulled from a queue, and to limit the total number of interactions that can be submitted to a workflow.

Use Case

Assume the following:

• You have a simple business process: a queue, the queue's view, a strategy, and a submitter that submits interactions from the queue to the strategy through the view.

• There are two groups of agents equal in number. One group is trained to handle only customers of the gold Customer Segment and another group is trained to handle only customers of the bronze Customer Segment.

- The strategy directs interactions to the corresponding group of agents based on the value of the customer_segment property of an interaction (assume the value could be either gold or bronze).

- Next, start placing interactions into the queue, five interactions from bronze customers, then four interaction from gold customers, then again five interactions from bronze customers, three from gold, and so on.

If the strategy has a limit of five interactions that may be submitted into it, when the limit is reached, the strategy will be full of interactions from bronze customers, but will have no interactions from gold customers. As a result, interactions from gold customers will be waiting back in the queue and free agents, who are able to handle them, will also be waiting. Because the interactions are not yet in the strategy, the strategy is unable to route the interactions. To avoid such a scenario, you could add the customer_segment value to the Segmentation tab of the View Properties dialog box. After that, Interaction Server will fetch all interactions from the queue, grouping by the customer_segment property. It will find two distinct values of the property: gold and bronze. Interaction Server will then divide strategy limit by two (the number of distinct values) and limit the submission of each group of interactions to the strategy by the calculated value. As a result, Interaction Server submits an equal number of interactions from each group.

Using the Segmentation Tab

1. Click the Segmentation tab in the View Properties dialog box.
2. Click **Add**. The Property Configuration dialog box opens.
3. Opposite Name, enter an Interactions table attribute.
4. Opposite Value, enter a value.
5. Click **OK**. The View Properties dialog box shows your entry. An example is shown below.