



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.

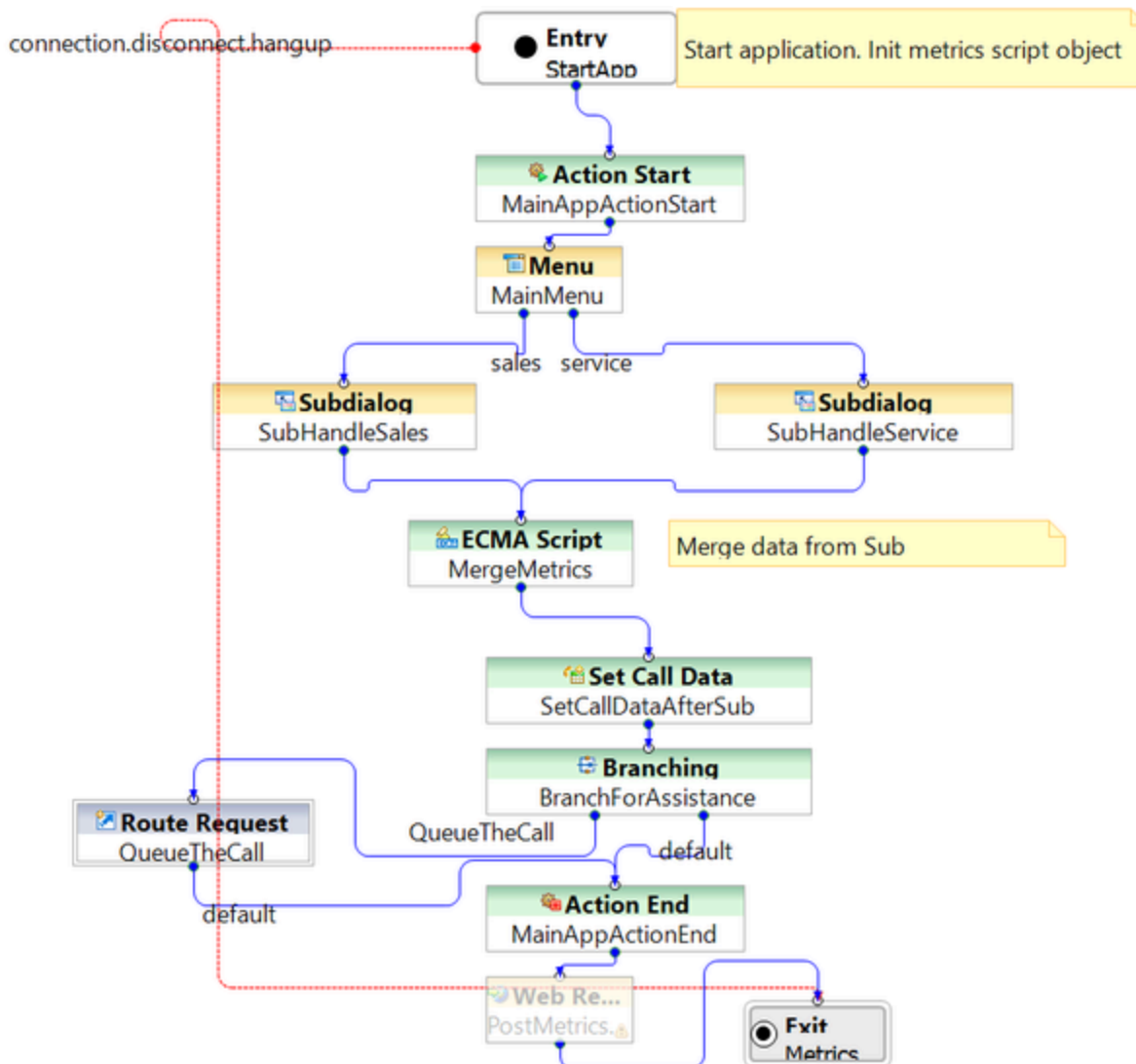
Composer Help

Application Metrics Collection Project Template

Application Metrics Collection Project Template

Composer provides Project templates for Genesys Voice Platform voice applications (**File > New > Java Composer Project**): In this template, added in 8.1.440.18, JavaScript metrics.js files capture and build metrics data in JSON format. The **Logging Details** property in the callflow diagram blocks are used to call the JavaScript methods. Diagrams are designed to use VAR blocks to provide insights on capturing VAR data. In addition to Project-specific files in the include, META-INFO, and scripts folders, the Project includes the following diagrams in the Callflows folder:

[+] Metrics.callflow



Main JS Methods:

- initReportingData - Initialize metrics object for each diagram file
- finalizeReportingData - Finalize the reporting data with latest set of variables
- storeMetric - Method to build metrics
- getReportData - Method to get final report in JSON format

Logging Details Properties for Metrics.callflow Calling the JavaScript Methods: StartApp block Logging Details

```
initReportingData(new Object(), AppState.varAppID, AppState.varAppName,
AppState.varAppVersion)
```

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'Entry', 'StartApp', {})
```

Main Application Start block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'VAR', 'MainAppActionStart', {});  
storeMetric(gMETRICS.ACTIVITY_START, 'VAR', 'MainAppActionStart', {'actionId':AppState.varMainAction, 'parentAction': 'MainMetrics'});
```

Main Menu block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'MENU', 'MainMenu', {});
```

SubHandleSales block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'SUBDIALOG', 'SubHandleSales', {})  
storeMetric(gMETRICS.APP_MILESTONES, 'SUBDIALOG', 'SubHandleSales', 'Main menu passed')
```

SubHandleService block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'SUBDIALOG', 'SubHandleService', {})
```

Merge Metrics block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'SCRIPT', 'MergeMetrics', {});  
storeMetric(gMETRICS.APP_MILESTONES, 'SCRIPT', 'MergeMetrics', 'Sub dialogs passed')
```

SetCallDataAfterSub block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'CALldata', 'SetCallDataAfterSub', {})  
storeMetric(gMETRICS.CALL_DATA, 'CALldata', 'SetCallDataAfterSub', {'CustomVar0':AppState.varSubResult, 'CustomVar1':AppState.varMainMenu, 'CustomV
```

BranchforAssistance block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'BRANCHING', 'BranchForAssistance', {})  
storeMetric(gMETRICS.APP_MILESTONES, 'BRANCHING', 'BranchForAssistance', 'Main branching passed')
```

QueueTheCall block Logging Details

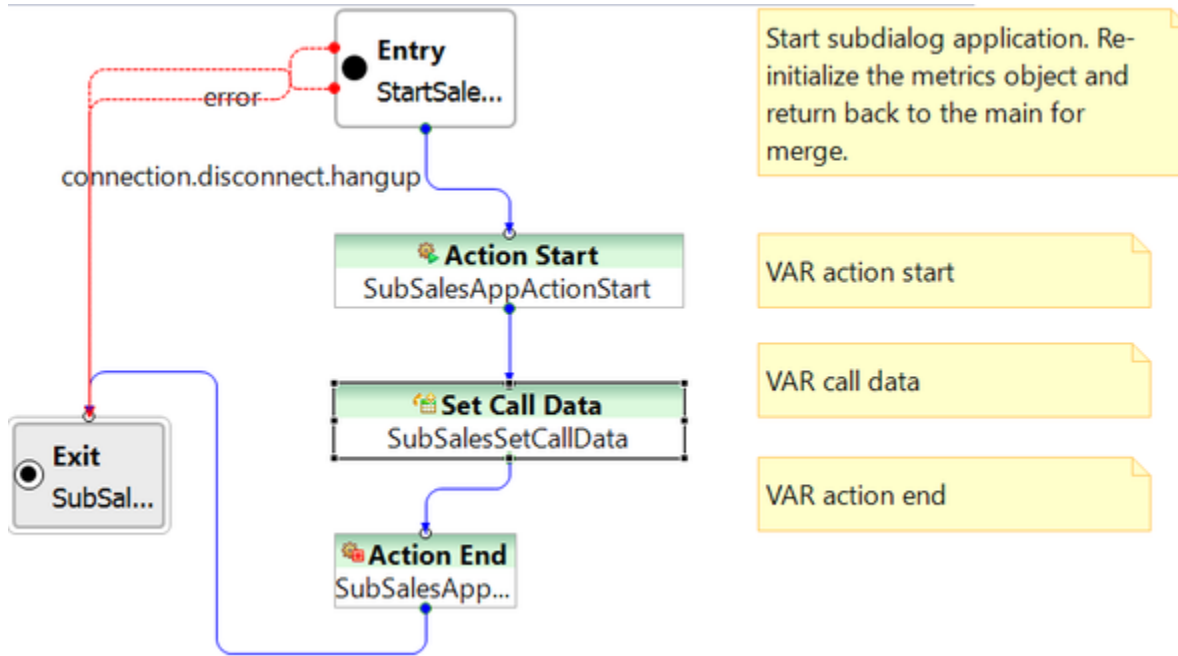
```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'ROUTEREQUEST', 'QueueTheCall', {})
```

MainAppActionEnd block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'VAR', 'MainAppActionEnd', {});  
storeMetric(gMETRICS.ACTIVITY_END, 'VAR', 'MainAppActionEnd', {'actionId':AppState.varMainAction, 'notes': '', 'reason': '', 'result': ''});
```

PostMetricsData block
Json Content property, content placed in a variable.

[+] sub_sales.callflow



Start the subdialog application. Re-initialize the metrics object and return back to the main for merge.
Logging Details Properties for sub_sales.callflow that Call the JavaScript Methods:

StartSalesSubApp block Logging Details

```
initReportingData(new Object(), AppState.varAppID, AppState.varAppName,
AppState.varAppVersion)

storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'ENTRY', 'StartSalesSubApp', {});
```

SubSalesApplicationStart block Logging Details

```
storeMetric(gMETRICS.APP_MILESTONES, 'VAR', 'SubSalesAppActionStart', 'Sub dialog sales start')
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'VAR', 'SubSalesAppActionStart', {})

storeMetric(gMETRICS.ACTIVITY_START,
'VAR', 'SubSalesAppActionStart', {'actionId': AppState.varSubSalesAction, 'parentAction': 'SubSales'});
```

SubSalesSetCall Data block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'CALldata', 'SubSalesSetCallData', {})

storeMetric(gMETRICS.CALL_DATA,
'CALldata', 'SubSalesSetCallData', {'CustomVar2': AppState.ANI, 'CustomVar3': AppState.DNIS, 'CustomVar4': AppState.AP
```

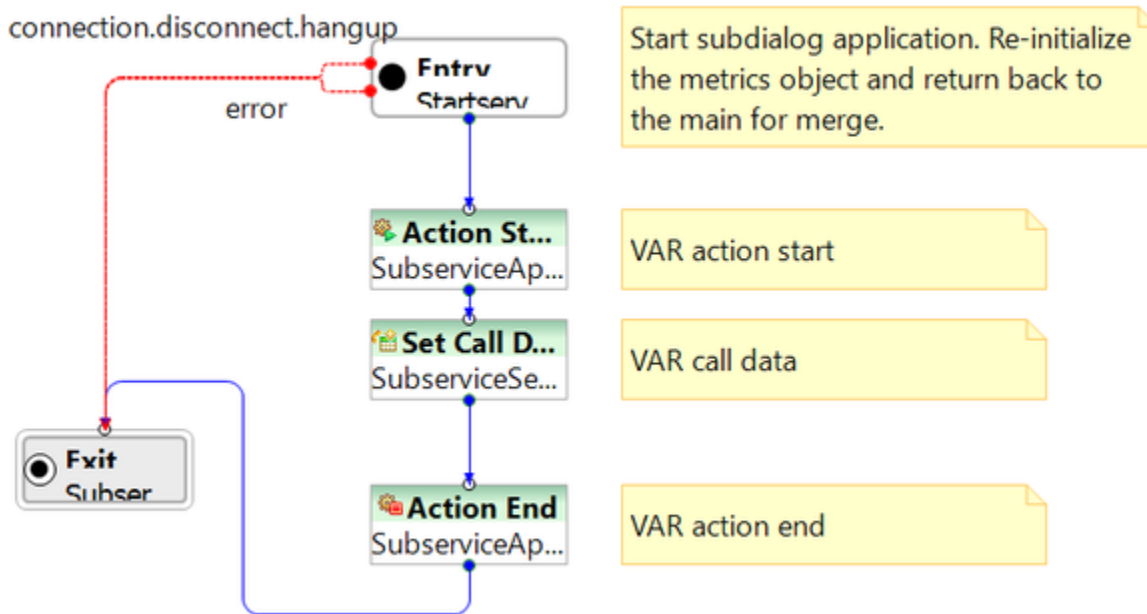
SubSalesAppActionEnd block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'VAR', 'SubSalesAppActionEnd', {});

storeMetric(gMETRICS.ACTIVITY_END, 'VAR', 'SubSalesAppActionEnd',
{'actionId': AppState.varSubSalesAction, 'notes': '', 'reason': '', 'result': ''});
```

```
storeMetric(gMETRICS.APP_MILESTONES, 'VAR','SubSalesAppActionStart','Sub Sales service end')
```

[+] sub_service.callflow



Start the subdialog application. Re-initialize the metrics object and return back to the main for merge.

Logging Details Properties for sub_service.callflow Calling the JavaScript Methods:

StartServiceSubApp block Logging Details

```
initReportingData(new Object(), AppState.varAppID, AppState.varAppName,
AppState.varAppVersion)
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'ENTRY','StartserviceSubApp',{});
```

SubServiceApplicationStart block Logging Details

```
storeMetric(gMETRICS.APP_MILESTONES, 'VAR','SubserviceAppActionStart','Sub dialog service
start')
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'VAR','SubserviceAppActionStart',{})
storeMetric(gMETRICS.ACTIVITY_START,
'VAR','SubserviceAppActionStart',{'actionId':AppState.varSubserviceAction,'parentAction':'Subservice'})
```

SubServiceSetCall Data block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'CALldata','SubserviceSetCallData',{})
```

```
storeMetric(gMETRICS.CALL_DATA,
'CALldata', 'SubserviceSetCallData', {'CustomVar2':AppState.ANI, 'CustomVar3':AppState.DNIS, 'CustomVar4':AppState.
```

SubServiceAppActionEnd block Logging Details

```
storeMetric(gMETRICS.BLOCK_ENTRY_TIME, 'VAR', 'SubserviceAppActionEnd', {});

storeMetric(gMETRICS.ACTIVITY_END, 'VAR', 'SubserviceAppActionEnd',
{'actionId':AppState.varSubserviceAction, 'notes':'', 'reason':'', 'result':''});

storeMetric(gMETRICS.APP_MILESTONES, 'VAR', 'SubserviceAppActionStart', 'Sub dialog service
end')
```

[+] sample data

```
.
{
  "externalrequests": [],
  "dtmfpath": "0",
  "milestones": ["Main menu passed", "Sub dialogs passed", "Sub dialog sales start",
"Sub Sales service end", "Main branching passed"],
  "activities": [{
    "activity": "Main Application",
    "parent": "MainMetrics",
    "entry": {
      "blockName": "MainAppActionStart",
      "time": "2017-01-31T23:55:24.823Z"
    },
    "exit": {
      "blockName": "MainAppActionEnd",
      "time": "2017-01-31T23:56:01.250Z"
    },
    "notes": "",
    "reason": "",
    "result": "",
    "seq": 1
  }, {
    "activity": "Subdialog for Sales",
    "parent": "SubSales",
    "entry": {
      "blockName": "SubSalesAppActionStart",
      "time": "2017-01-31T23:55:23.615Z"
    },
    "exit": {
      "blockName": "SubSalesAppActionEnd",
      "time": "2017-01-31T23:55:23.615Z"
    },
    "notes": "",
    "reason": "",
    "result": "",
    "seq": 2
  }],
  "menucount": 1,
  "inputcount": 0,
  "variables": {
    "System": "{\"RetainInputTypeVariableDefaultValue\":false}",
```

```

"ANI": "4444",
"DNIS": "dialog",
"USE_LCASE_USERDATAKEY": "0",
"GVPSessionID": "undefined",
"g_CTICCall": "false",
"APP_ASR_LANGUAGE": "en-US",
"APP_LANGUAGE": "en-US",
"COMPOSER_WSSTUBBING": "0",
"EnableFCR": "true",
"EnableReports": "false",
"EnableSNMP": "false",
"GRAMMARFILEDIR": "../Resources/Grammars",
"LAST_EVENT_ELEMENT": "undefined",
"LAST_EVENT_LINE": "undefined",
"LAST_EVENT_MSG": "undefined",
"LAST_EVENT_NAME": "undefined",
"LAST_EVENT_URL": "undefined",
"PREV_APP_ASR_LANGUAGE": "undefined",
"PREV_APP_LANGUAGE": "undefined",
"SCRIPTSDIR": "../Scripts",
"varAppID": "b9768280-f518-11e5-9481-a98d7c98c257",
"varAppName": "MetricsDemo",
"varAppVersion": "1.0",
"varMainAction": "Main Application",
"varMainMenu": "0",
"VOXFILEDIR": "../Resources/Prompts",
"varQueueDN": "1234",
"varSubResult": "false",
"varCollectSubMetric": ""
},
"blocks": [{
  "type": "Entry",
  "name": "StartApp",
  "entry_time": "2017-01-31T23:55:23.615Z"
}, {
  "type": "EXIT",
  "name": "SubSalesExit",
  "entry_time": "2017-01-31T23:55:23.615Z"
}, {
  "type": "VAR",
  "name": "MainAppActionStart",
  "entry_time": "2017-01-31T23:55:24.576Z"
}, {
  "type": "MENU",
  "name": "MainMenu",
  "entry_time": "2017-01-31T23:55:26.073Z"
}, {
  "type": "ENTRY",
  "name": "StartSalesSubApp",
  "entry_time": "2017-01-31T23:55:23.615Z"
}, {
  "type": "VAR",
  "name": "SubSalesAppActionStart",
  "entry_time": "2017-01-31T23:55:23.615Z"
}, {
  "type": "CALldata",
  "name": "SubSalesSetCallData",
  "entry_time": "2017-01-31T23:55:23.615Z"
}, {
  "type": "VAR",
  "name": "SubSalesAppActionEnd",
  "entry_time": "2017-01-31T23:55:23.615Z"
}, {

```



```

        "type": "SUBDIALOG",
        "name": "SubHandleSales",
        "entry_time": "2017-01-31T23:55:38.228Z"
    }, {
        "type": "SCRIPT",
        "name": "MergeMetrics",
        "entry_time": "2017-01-31T23:55:54.163Z"
    }, {
        "type": "CALldata",
        "name": "SetCallDataAfterSub",
        "entry_time": "2017-01-31T23:55:55.360Z"
    }, {
        "type": "VAR",
        "name": "MainAppActionEnd",
        "entry_time": "2017-01-31T23:56:00.988Z"
    }, {
        "type": "BRANCHING",
        "name": "BranchForAssistance",
        "entry_time": "2017-01-31T23:55:59.547Z"
    }, {
        "type": "EXIT",
        "name": "MetricsMainExit",
        "entry_time": "2017-01-31T23:56:02.941Z"
    }
  ],
  "calldata": [
    {
      "variables":
        {
          "CustomVar2": "\4444",
          "CustomVar3": "dialog",
          "CustomVar4": "en-US"
        },
      "entry": {
        "blockName": "SubSalesSetCallData",
        "time": 1485906946093
      }
    },
    {
      "variables":
        {
          "CustomVar0": false,
          "CustomVar1": "0",
          "CustomVar2": "4444",
          "CustomVar3": "dialog",
          "CustomVar4": "en-US",
          "CustomVar5": "b9768280-f518-11e5-9481-a98d7c98c257"
        },
      "entry": {
        "blockName": "SetCallDataAfterSub",
        "time": 1485906955609
      }
    }
  ],
  "@timestamp": "2017-01-31T23:55:23.340Z",
  "utcstart": 1485906923340,
  "applicationID": "b9768280-f518-11e5-9481-a98d7c98c257",
  "applicationName": "MetricsDemo",
  "applicationVersion": "1.0",
  "@endtime": "2017-01-31T23:56:03.177Z",
  "duration": "39837",
  "activitycount": 2,
  "extreqcount": 0,
  "udata": {
    "Composer-Debug": "rItilZQ6wM"
  }
}

```

For information about GVP metrics (VoiceXML and CCXML application event logs), see the [GVP 8.1 Metrics Reference Guide](#)