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eServices Administrator's Guide

Event Logger

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Event Logger

Interaction Server includes Event Logger, a mechanism for storing reporting event messages in a database. You can configure it to store all reporting events or a selected subset. You can also create multiple instances of it.

Interaction Server generates, to registered reporting engines, messages that provide a detailed picture of the processing of each interaction. It **classifies** these messages, in two ways. The attributes of these messages include much information about the interaction itself, such as its type, time received, associated agents, queues and workbins it was placed in, and so on. For a reference listing of these events and their attributes, see the “Reporting Messages” section of the “Other Protocol Events Used by Interaction Server” chapter of the **Genesys Events and Models Reference Manual**.

All **configuration** for the logger functionality is done in the Database Access Point (DAP) associated with the logger database.

There are ways to **manage** the flow of data produced by Event Logger.

You can have Event Logger send events to a **message queue**.