GENESYS™

eServices Administrator's Guide

Interaction Server Limitations

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Interaction Server Limitations

- Interaction Server does not support the following requests:

    - RequestQueryServer

    - RequestQueryLocation

    - RequestDeletePair (when URS sends this request after RequestRouteCall)

- It is not desirable to run Interaction Server in an environment in which servers and clients differ as to the codepages used (by operating systems or databases). In such an environment, characters of non-Latin alphabets may appear as the symbol ? (question mark) in log files and in applications with a user interface, such as Agent Desktop. The functionality of other features of the solution may also be restricted or compromised.

- Making an on-the-fly change to the host or port specification (on the `Server Info` tab) of a backup Interaction Server will cause it to exit.

- When Interaction Server sends a database request right before disconnecting from DB Server, and the request executes after disconnecting, Interaction Server fails to generate events to clients for submitted interactions.

- Starting in release 8.1.3, the scripts supplied with Interaction Server for Oracle databases create the `flexible_properties` field with the type BLOB. To support this feature, you must use DB server 8.1.1 and above with Oracle client 10.2 and above.

- Take these precautions when configuring Interaction Server for high availability (HA).

- The interaction state timeouts set by the following options are not exact and can be delayed for up to 10 seconds due to the way they are implemented.

    - delivering-timeout

    - handling-timeout

    - routing-timeout

- You cannot use commas (,) and semicolons (;) in interaction queue names.

Interaction Ordering in Clusters

For the ordering of interactions to work correctly in **RequestGetWorkbinContent, RequestFindInteractions** and **RequestTakeSnaphot** in cluster environments, the following conditions must be met:

- All Interaction Server nodes in the cluster must use the same type of database.

- The database encoding and collation must be the same for all the databases used by Interaction Server.

- The encoding used by all the cluster nodes must be the same. Genesys recommends using UTF-8 for Interaction Server. (Interaction Server Proxy neither requires nor allows setting UTF-8 specifically).

- The ordering may contain only predefined interaction properties (a list is provided below) and defined interaction custom properties. The field names may also be used interchangeably with the

corresponding property names.

In addition, these conditions are important because the Business Process definition (view conditions and orders) may be specific to the particular database type, and all nodes within the cluster use the same business process.

Below is a list of the field names and corresponding predefined interaction property names that can be used in the attributes that specify interaction order:

Field name	Property name
abandoned_at	AbandonedAt
assigned_at	AssignedAt
assigned_to	AssignedTo
completed_at	CompletedAt
delivered_at	DeliveredAt
external_id	ExternalId
held_at	HeldAt
id	InteractionId
is_locked	IsLocked
is_online	IsOnline
media_type	MediaType
moved_to_queue_at	MovedToQueueAt
parent_id	ParentId
place_in_queue_seq	PlaceInQueueSeq
placed_in_queue_at	PlacedInQueueAt
priority	Priority
queue	Queue
received_at	ReceivedAt
scheduled_at	ScheduledAt
service_objective	ServiceObjective
state	InteractionState
submit_seq	SubmitSeq
submitted_at	SubmittedAt
submitted_by	SubmittedBy
subtype	InteractionSubtype
tenant_id	TenantId
type	InteractionType
workbin	Workbin