



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.

eServices Interaction Properties Reference Manual

Custom Properties

12/17/2025

Custom Properties

You can create new interaction properties (fields). The data type of these custom properties can be timestamp, string, or number. You can use these properties on the Condition, Order, and Segmentation tabs of Views in Business Processes, except that properties with Timestamp data type cannot be used on the Segmentation tab.

Important

In a multitenant environment, the configuration of interaction custom properties in one tenant applies to all tenants. This means that the values of custom properties are saved in separate corresponding database fields for all interactions, regardless of whether the interactions belong to the tenant in which the custom properties are configured.

Configuring a custom interaction property

1. Decide on an attached data key that will be the source of the content of the custom property.
2. Create a new field directly in the interactions database.

Important

Data type varchar(max) is not supported for custom fields.

3. Create a new Business Attribute:

- Name = InteractionCustomProperties
- Display name = Interaction Custom Properties
- Type = Custom

If such an attribute already exists go to the next step.

4. Expand Interaction Custom Properties and open its Attribute values.
5. Give it an Attribute Value, with a name exactly matching the attached data key name that you decided on in Step 1. The matching is case sensitive (you can create a separate display name).
6. In your new attribute value, go to the Annex tab and create a section called translation.
7. In the new translation section, create an option called translate-to, with its value duplicating the name of the new field you created in Step 2.

Next Steps

You can now use the new custom property to attach data to an interaction and to define conditions

and orders of Views and snapshots.

Notes

You should be aware of the following points when defining custom interaction properties:

- While Interaction Server allows defining custom property names that contain spaces in their name, and will correctly map these properties to the custom database fields, it does not convert these property names into custom field names when they are used in the definition of a view condition, view order, snapshot condition or snapshot order.
- Genesys DB Server does not support custom fields of type varchar(max).
- If you specify a custom field as not null, you must ensure that applications always provide some data to that field upon creation of an interaction (RequestSubmit). If no data is provided, the request will fail because Interaction Server sends NULL for empty fields, and that will be rejected by the DBMS. This also means that the default value trigger for such fields cannot be used.

As a workaround, you can create fields in the interactions database without mapping them to custom properties of Interaction Server. Such fields are hidden from Interaction Server but can be used by third-party applications.