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# EX Engage Connector Deployment Guide

EX Engage Connector Agent State Sync Service (EXAS)

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# EX Engage Connector Agent State Sync Service (EXAS)

EX Engage Connector Agent State Sync Service (EXAS) syncs the Engage contact center agents states to the Genesys Cloud (GC) EX Org in near-real-time. EXAS opens a connection to the Engage Stat Server, which monitors all agents synchronized to the EX Org by the EXEC Config Sync Service (EXCS). EXAS opens two statistics for each agent included into the EX-sync scope: `CurrentState` and `CurrentStateReason` (Object=Agent, Subject=DNStatus and DNAction correspondingly). EXAS receives real-time updates from the Stat Server, translates them into the Genesys Cloud format, and injects them into the EX Org

## Important

- EXAS may fail to sync Engage agent state events to the GC in some failure scenarios. It may happen if EXAS is temporarily down or it cannot connect to the Engage Stat Server.

## Mapping Agent States

A Genesys Cloud User state contains two components:

- Presence
- Routing Status

**Presence** describes user's status when a user is not involved in the contact center activities. As soon as a user starts a work shift and joins an ACD queue, Presence is set to **On Queue**. **Routing Status** is used to indicate the agent state changes during the work shift when agent works on contact center interaction.

The following information obtained from the Engage contact center is used to define the Genesys Cloud User state:

- Agent State
- Call Type (in case if agent is processing a call)
- Reason Code

The table below explains mapping of Engage Agent states into the states of EX Users.

| Engage Agent State      | Call Type | EX User Presence | EX User Routing Status |
|-------------------------|-----------|------------------|------------------------|
| Logged Off              | No Call   | Offline          | Off Queue              |
| Not Ready (No reason or | No Call   | Busy             | Off Queue              |

| Engage Agent State                                       | Call Type                | EX User Presence             | EX User Routing Status |
|----------------------------------------------------------|--------------------------|------------------------------|------------------------|
| not-mapped reason)                                       |                          |                              |                        |
| Not Ready (Reason: Break)                                | No Call                  | Break                        | Off Queue              |
| Not Ready (Reason: Meal)                                 | No Call                  | Meal                         | Off Queue              |
| Not Ready (Reason: Meeting)                              | No Call                  | Meeting                      | Off Queue              |
| Not Ready (Reason: Training)                             | No Call                  | Training                     | Off Queue              |
| Not Ready (No reason or Any reason)                      | Internal                 | Busy                         | Communicating          |
| Not Ready (No reason or Any reason)                      | Any type except Internal | Busy                         | Interacting            |
| Ready                                                    | No Call                  | On Queue                     | Idle                   |
| Ready                                                    | Internal                 | On Queue                     | Communicating          |
| Ready                                                    | Any type except Internal | On Queue                     | Interacting            |
| Not Ready - ACW                                          | No Call                  | Same as original state ( * ) | Interacting            |
| * ACW request doesn't change the value of User Presence. |                          |                              |                        |

Presence of EX Users mapped from Engage is never set to **Available**. If a logged in Engage agent stays in a *Not Ready* state and doesn't participate in contact center activities, the state of a corresponding EX User is set to *Busy/Off Queue*. Also, a Routing Status of the mapped EX Users is set to *Communicating* only if a corresponding Engage agent is on an internal call, which is a call between a contact center extensions not-related to any interaction with a customer. All other call types trigger the *Interacting Routing Status* for the EX Org User.

If Engage customers want to use standard GC values of User Presence such as *Break*, *Meal*, *Meeting*, and *Training*, then those Presence values should be configured as Reasons on the Engage side. In this case the Engage reasons with those names are mapped to GC as explained in the table above. Any other Engage reason are not mapped to GC even if custom presence values with similar names are configured in GC. Custom Engage reason code is mapped to a *Busy GC User* presence.