



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.

Genesys Pulse Help

Template Function Library

Template Function Library

Once you know how to [use formulas](#), you can use this function library as reference for additional customization.

Below is a function library for Genesys Pulse standard templates as automatically generated from Genesys Pulse, starting with release 8.5.102.02.

Contents

- [1 Template Function Library](#)
 - [1.1 GetAgentNonVoiceStatus\(state, media\) → {string}](#)
 - [1.2 GetAgentVoiceStatus\(state\) → {string}](#)
 - [1.3 GetANI\(state, switchID\) → {string}](#)
 - [1.4 GetBusinessResult\(state\)](#)
 - [1.5 GetCustomerSegment\(state\)](#)
 - [1.6 GetDNIS\(state, switchID\) → {string}](#)
 - [1.7 GetEmployeeId\(state\) → {string}](#)
 - [1.8 GetExtension\(state\) → {string}](#)
 - [1.9 GetLoginId\(state\) → {string}](#)
 - [1.10 GetPlace\(state\) → {string}](#)
 - [1.11 GetPosition\(state\) → {string}](#)
 - [1.12 GetReasonCodes\(state\) → {string}](#)
 - [1.13 GetServiceSubType\(state\)](#)
 - [1.14 GetServiceType\(state\)](#)
 - [1.15 GetStatusDuration\(state\) → {Number}](#)
 - [1.16 GetSwitches\(state, sep\)](#)
 - [1.17 GetUserDataValue\(state, key\)](#)

GetAgentNonVoiceStatus(state, media) → {string}

Get agent's status name for the media other than Voice.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).
media	string	Media name.

Returns:

Status name, if **state** and **media** are available, *empty string* if information about given media is not available in the given current state, *null* if **state** is null or not an agent state, or **media** is null, not specified or empty.

Type = string

GetAgentVoiceStatus(state) → {string}

Get agent's status name for the Voice media.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).

Returns:

Status name, if **state** is available, *null* if **state** is null or not an agent state.

Type = string

GetANI(state, switchID) → {string}

Get a first available ANI attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
state	AgentCurrentState		Current state of the agent (typically, Value of the appropriate statistic).
switchID	string	<optional>	Optional switch name to limit the search.

Returns:

ANI value, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetBusinessResult(state)

Get "Business Result" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).

Returns:

Business Result value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetCustomerSegment(state)

Get "CustomerSegment" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).

Returns:

CustomerSegment value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetDNIS(state, switchID) → {string}

Get a first available DNIS attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
state	AgentCurrentState		Current state of the agent (typically, Value of the appropriate statistic).
switchID	string	<optional>	Optional switch name to limit the search.

Returns:

DNIS value, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetEmployeeId(state) → {string}

Get agent's Employee ID designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the

		appropriate statistic)
--	--	------------------------

Returns:

Agent's Employee ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetExtension(state) → {string}

Get agent's Extension designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic)

Returns:

Agent's Extension, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetLoginId(state) → {string}

Get agent's Login ID designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic)

Returns:

Agent's Login ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPlace(state) → {string}

Get agent's place designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).

Returns:

Agent's Place name, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPosition(state) → {string}

Get agent's ACD Position designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic)

Returns:

Agent's ACD Position, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetReasonCodes(state) → {string}

Get reason codes corresponding to the current status of the agent from all media

types. Reason codes can be obtained only for the following agent statuses: LoggedIn, AfterCallWork, NotReadyForNextCall, WaitForNextCall.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).

Returns:

Reason codes, splitted by '; ', if available, *empty string* if reason code is not available, *null* if **state** is null or not an agent state.

Type = string

GetServiceSubType(state)

Get "ServiceSubType" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).

Returns:

ServiceSubType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetServiceType(state)

Get "ServiceType" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent

		(typically, Value of the appropriate statistic).
--	--	---

Returns:

ServiceType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetStatusDuration(state) → {Number}

Get duration of the current status of the agent.

Parameters:

Name	Description
state	Current state of the agent, agent group, DN or campaign (typically, Value of the appropriate statistic).

Returns:

Duration, in seconds, if **state** is available, *null* if **state** is null.

Type = Number

GetSwitches(state, sep)

Get list of switches where agent is logged in.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).
sep	string	Separator to use. Default is ';'.

Returns:

List of switches, if available, *empty string*, if agent is completely logged out, *null* if **state** is null or not an agent state.

GetUserDataValue(state, key)

Get value of the first found user data with given key.

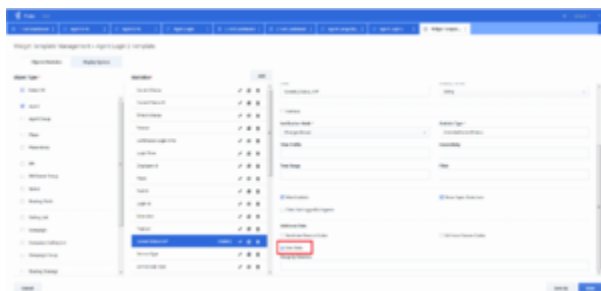
Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value of the appropriate statistic).
key	string	User data key

Returns:

*User data value, if available, empty string, if required user data is not available, null if **state** is null or not an agent state or **key** is null.*

In order to correctly use the GetUserDataValue(state, key) function, check the User Data checkbox in the Current state (state) statistic options:



Example:

The Current_Status statistic is defined by Stat Server options properties. The ExtendedCurrentStatus statistic type, defined below, returns a specific object that can be further analyzed.

[ExtendedCurrentStatus]

Category=CurrentState

MainMask=*

Objects=Agent

Subject=DNAAction

You can display the value of the attached User Data using the Current_Status statistic.

Formula: Get value of attached User Data with key 'NAME'

Result = G.GetUserDataValue(Data.Current_Status.Value, '**NAME**');