



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 Administrator Extension Developer's Guide

Configuration Object Manipulation Elements

5/5/2025

Configuration Object Manipulation Elements

Configuration Object Manipulation Elements enables all configuration objects within Configuration Server to be manipulated. The following high-level actions are supported:

- **<cfg:createObject>**: Create a configuration object. Note: If the object already exists, the action fails. If an object already exists or might exist, use the **<cfg:updateObject>** element with the value `createonupdate="true"`.
- **<cfg:readObject>**: Read a configuration object. The child element **<cfg:query>** can select which object to read. Note: This action implies that only one object is to be read. If more than one object is to be read or searched, then use the **<cfg:queryObjects>** element to return a list of configuration objects.
- **<cfg:updateObject>**: Update a configuration object.
- **<cfg:deleteObject>**: Delete a configuration object.
- **<cfg:queryObjects>**: Query for a list of configuration objects by using filter or query criteria that is specified in the **<cfg:query>** element.

Each of these high-level actions are described on the following pages. This page describes elements that are used by these actions.

Contents

- **1 Configuration Object Manipulation Elements**
 - **1.1 <cfg:list>**
 - **1.2 <cfg:agentlogininfo>**
 - **1.3 <cfg:apprank>**
 - **1.4 <cfg:callinglistinfo>**
 - **1.5 <cfg:component>**
 - **1.6 <cfg:componentdefinition>**
 - **1.7 <cfg:conninfo>**
 - **1.8 <cfg:dnaccessnumber>**
 - **1.9 <cfg:dninfo>**
 - **1.10 <cfg:id>**
 - **1.11 <cfg:idtype>**
 - **1.12 <cfg:objectivetablerecord>**
 - **1.13 <cfg:permission>**

- 1.14 <cfg:property>
- 1.15 <cfg:resource>
- 1.16 <cfg:skilllevel>
- 1.17 <cfg:statinterval>
- 1.18 <cfg:subcode>
- 1.19 <cfg:switchaccesscode>
- 1.20 <cfg:parameter>
- 1.21 <cfg:query>
- 1.22 <cfg:kvitem>
- 1.23 <cfg:updateAppLogOnAs>

<cfg:list>

Child Elements

- <cfg:agentlogininfo>
- <cfg:apprank>
- <cfg:callinglistinfo>
- <cfg:component>
- <cfg:componentdefinition>
- <cfg:conninfo>
- <cfg:dnaccessnumber>
- <cfg:dninfo>
- <cfg:id>
- <cfg:idtype>
- <cfg:objectivetablerecord>
- <cfg:permission>
- <cfg:portinfo>
- <cfg:property>
- <cfg:resource>
- <cfg:skilllevel>
- <cfg:statinterval>
- <cfg:subcode>
- <cfg:switchaccesscode>

Attributes

Name	Type	Description	Default	Values
name	string (required)	—	—	—
mode	string	—	—	clear, merge

<cfg:agentlogininfo>

Attributes

Name	Type	Description	Default	Values
agentlogindbid	integer	—	—	—
data	object	—	—	—
result	string	—	—	—
wrapuptime	integer	—	—	—

<cfg:apprank>

Attributes

Name	Type	Description	Default	Values
apprank	string	—	—	CfgRank
apptype	string	—	—	CfgAppType
data	object	—	—	—
result	string	—	—	—

<cfg:callinglistinfo>

Attributes

Name	Type	Description	Default	Values
callinglistdbid	integer	—	—	—
data	object	—	—	—
isactive	string	—	—	CfgFlag
result	string	—	—	—
share	integer	—	—	—

<cfg:component>

Attributes

Name	Type	Description	Default	Values
appdbid	integer (required)	—	—	—
data	object	—	—	—
isoptional	string	—	—	CfgFlag
result	string	—	—	—

Name	Type	Description	Default	Values
startuppriority	integer	—	—	—

<cfg:componentdefinition>

Attributes

Name	Type	Description	Default	Values
type	string	—	—	CfgAppType
data	object	—	—	—
isoptional	string	—	—	CfgFlag
result	string	—	—	—
startuppriority	integer	—	—	—
version	string	—	—	—

<cfg:conninfo>

Attributes

Name	Type	Description	Default	Values
appparams	string	—	—	—
appserverdbid	integer	—	—	—
charfield1	string	—	—	—
charfield2	string	—	—	—
charfield3	string	—	—	—
charfield4	string	—	—	—
connprotocol	string	—	—	—
data	object	—	—	—
description	string	—	—	—
id	string	—	—	—
longfield1	integer	—	—	—
longfield2	integer	—	—	—
longfield3	integer	—	—	—
longfield4	integer	—	—	—
mode	string	—	—	CfgTraceMode
proxyparams	string	—	—	—
result	string	—	—	—

Name	Type	Description	Default	Values
timeoutlocal	integer	—	—	—
timeoutremote	integer	—	—	—
transportparams	string	—	—	—

<cfg:dnaccessnumber>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
number	string (required)	—	—	—
result	string	—	—	—
switchdbid	integer (required)	—	—	—

<cfg:dninfo>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
dndbid	integer	—	—	—
result	string	—	—	—
trunks	integer	—	—	—

<cfg:id>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
dbid	integer (required)	—	—	—
result	string	—	—	—

<cfg:idtype>

Attributes

Name	Type	Description	Default	Values
type	string	—	—	CfgObjectType
data	object	—	—	—
dbid	integer (required)	—	—	—
result	string	—	—	—

<cfg:objectivetablerecord>

Attributes

Name	Type	Description	Default	Values
contractdbid	integer	—	—	—
customersegmentdbid	integer	—	—	—
data	object	—	—	—
mediatypedbid	integer	—	—	—
objectivedelta	integer	—	—	—
objectivethreshold	integer	—	—	—
result	string	—	—	—
servicetypedbid	integer	—	—	—

<cfg:permission>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
grant	string (multiple)	—	—	CfgPermissions
id	integer (required)	—	—	—
recursive	Boolean	—	—	—
result	string	—	—	—
revoke	string (multiple)	—	—	CfgPermissions

<cfg:portinfo>

Attributes

Name	Type	Description	Default	Values
appparams	string	—	—	—
charfield1	string	—	—	—
charfield2	string	—	—	—
charfield3	string	—	—	—
charfield4	string	—	—	—
connprotocol	string	—	—	—
data	object	—	—	—
description	string	—	—	—
id	string (required)	—	—	—
longfield1	integer	—	—	—
longfield2	integer	—	—	—
longfield3	integer	—	—	—
longfield4	integer	—	—	—
port	string (required)	—	—	—
result	string	—	—	—
transportparams	string	—	—	—

<cfg:property>

Attributes

Name	Type	Description	Default	Values
type	string	—	—	string, int, binary
data	object	—	—	—
key	string (required)	—	—	—
result	string	—	—	—
section	string (required)	—	—	—
value	string (required)	—	—	—

<cfg:resource>

Attributes

Name	Type	Description	Default	Values
charfield1	string	—	—	—
charfield2	string	—	—	—
charfield3	string	—	—	—
charfield4	string	—	—	—
data	object	—	—	—
description	string	—	—	—
longfield1	integer	—	—	—
longfield2	integer	—	—	—
longfield3	integer	—	—	—
longfield4	integer	—	—	—
objectdbid	integer	—	—	—
objecttype	string	—	—	CfgObjectType
resourcetype	string (required)	—	—	CfgResourceType
result	string	—	—	—

<cfg:skilllevel>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
level	integer	—	—	—
result	string	—	—	—
skilldbid	integer	—	—	—

<cfg:statinterval>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
intervalcount	integer	—	—	—
result	string	—	—	—
statvalue1	integer	—	—	—
statvalue2	integer	—	—	—
statvalue3	integer	—	—	—

Name	Type	Description	Default	Values
statvalue4	integer	—	—	—

<cfg:subcode>

Attributes

Name	Type	Description	Default	Values
name	string	—	—	—
data	object	—	—	—
result	string	—	—	—

<cfg:switchaccesscode>

Attributes

Name	Type	Description	Default	Values
accesscode	string (required)	—	—	—
data	object	—	—	—
destinationsource	string	—	—	—
dnissource	string	—	—	—
dnsource	string	—	—	—
extensionsource	string	—	—	—
locationsource	string	—	—	—
reasonsource	string	—	—	—
result	string	—	—	—
routetype	string (required)	—	—	CfgRouteType
switchdbid	integer (required)	—	—	—
targettype	string (required)	—	—	CfgTargetType

<cfg:parameter>

Attributes

Name	Type	Description	Default	Values
name	string (required)	—	—	—

Name	Type	Description	Default	Values
value	string (required)	—	—	—

<cfg:query>

Attributes

Name	Type	Description	Default	Values
name	string (required)	—	—	—
value	string (required)	—	—	—

<cfg:kvitem>

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
key	string (required)	—	—	—
result	string	—	—	—
value	string (required)	—	—	—

<cfg:updateAppLogOnAs>

Attributes

Name	Type	Description	Default	Values
appdbid	integer (required)	—	—	—
data	object	—	—	—
issystemaccount	string	If set to true, then logon set to system account; otherwise logon set to account specified in "persondbid" attribute	—	true, false
persondbid	integer	—	—	—
result	string	—	—	—
