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Genesys Administrator Extension Help

Action Codes

Action Codes

Action Codes enable agents to report the business results of customer interactions, as well as to explain the reasons for certain operations.

After you select an appropriate code from a menu of predefined Action Codes, the code is passed along with its related request. The code then returns with the event which indicates that the request has been successfully processed. Eventually, the code is stored in the reporting database.

You can supplement each Action Code with a number of Subcodes that more precisely characterize the reasons for a certain action.

Viewing Action Codes

The **Action Codes** list shows the Action Codes that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Action Codes that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Action Codes

To create a new Action Code object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to

perform the following tasks:

- **Clone**—Copy an Action Code.
- **Move To**—Move an Action Code to another [hierarchical structure](#).
- Enable or disable Action Codes
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click the name of an Action Code to view additional information about the object. You can also set [options](#) and [permissions](#).

Procedure: Creating Action Code Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—The Name of this Action Code. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - **Type**—The Action Code Type. You must specify a value for this property. Once you set the value, you cannot change it. See the **Action Code Types** tab for more information.
 - **Code**—The Action Code. You must specify a value for this property, and that value must be unique within the Action Code type specified in the **Type** property.
 - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. (Optional) You can also set Subcodes to more precisely characterize the reasons for a certain action. To set Subcodes, perform the following steps:
 - Click the **Subcodes** tab.
 - Click **Add**.
 - Enter the following information:
 - **Name**—The name of the Subcode. You must specify a value for this property, and that value must be unique within the Action Code. Once you set the value, you cannot change it.
 - **Code**—The Subcode value. You must specify a value for this property, and that value

must be unique within the Action Code. Once you set the value, you cannot change it.

- Perform one of the following actions:
 - Click **Save** to accept the changes and return to the object list.
 - Click **Apply** to accept the changes and remain in the tab.
 - Click **Cancel** to discard the changes.

4. Click **Save**.

Action Code Types

The following are types of Action Codes:

Type	Description
Busy Off	Selected and sent when an agent cancels the Make Busy function.
Busy On	Selected and sent when an agent activates the Make Busy function.
Conference	Selected and sent when an agent initiates a conference.
Forward Off	Selected and sent when an agent cancels the Call Forwarding function.
Forward On	Selected and sent when an agent activates the Call Forwarding function.
Inbound Call	Selected and sent when an agent releases an inbound call.
Internal Call	Selected and sent when an agent releases an internal call.
Login	Selected and sent when the agent logs in.
Logout	Selected and sent when the agent logs out.
Not Ready	Selected and sent when the agent's status changes to Not Ready.
Outbound Call	Selected and sent when an agent releases an outbound call.
Ready	Selected and sent when the agent's status changes to Ready.
Transfer	Selected and sent when an agent initiates a transfer.