Genesys Administrator Extension Help

Parameters

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Parameters

Operational Parameters are parameters used to customize Routing Strategies. In Operational Parameter Management, the Service Provider defines Parameters and groups them into Parameter Group Templates. Tenants to whom the Parameter Group Templates are subsequently deployed customize the values of the Parameters, which are then read by a Routing Strategy and incorporated into the call flow.

Viewing Parameters

This screen displays a list of all defined Parameters for which you have the required role privileges to view. To refresh the list at any time, click **Refresh**. Click a Parameter in the list. Its properties, including its type, is displayed to the right of the list. You can filter the contents of this list in several ways:

- Type the name or partial name of the Parameter, Key, Type, or Tenant in the Quick Filter field.

- Click the **Tenant Filter** button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

- You can sort the Parameter in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

Properties

Properties of Parameters

Property	Description
Display Name	The name of the Parameter. It must be unique in the system.
Key Name	The name of the Parameter as it would be entered in the Annex/Options tab of the Transaction object in Genesys Administrator. If this field is left blank, the name that is displayed under Display Name is used.
Type	The Parameter.
Object Type	This field appears only for Parameters of Type Configuration Object, and specifies the type of configuration object. Optionally, when Configuration Object is selected, you can check the checkbox named **Multiple Types** to select multiple configuration objects to add to this Parameter. If the checkbox named **Global** is checked, a separate panel will open to allow you to select which tenants will receive the Parameter.

Property	Description
DN Type	This field appears only for Parameters of Type Configuration Object and Object Type DN, and specifies the type of DN.
Custom List Custom Value	These properties apply only to Parameters of type Custom List and specify the members of the Custom List. Define the list, as follows: • To add an item to the list, enter it in the Custom Value edit box, and click Add. • To modify an item in the list, select the value, make the change, and click OK. **Important** If you want the display value of an item in the Custom List to be different from the actual value stored in the transaction object, enter that information in the Key field. • To remove an item from the list, select it, and click Delete. • To reorder the items in the list, select an item in the list and use the Up and Down arrow buttons to move it up or down in the list. • For integers, dates, and times, you can define minimum and/or maximum values (limits).
Mandatory	Specifies whether the Parameter is mandatory or optional. If checked, a value must be entered for this Parameter before it is saved. If not checked, the Parameter is considered optional and can be saved without a value. This property can be modified later (for example, to change a mandatory Parameter to an optional Parameter).
Global	If checked, this Parameter is unique in the entire system and is shared across all tenants. Its actual value must be defined at the time of creation, and can be changed only by the Service Provider.
Value	If this Parameter is Global, this is the actual value of the Parameter and cannot be changed. A default value can be set that is not propagated to deployed Parameter Group instances. Providing of a default value is optional.
Help Text	Optional text describing the Parameter or providing additional information.

Types

The Parameter type appears in the Type field of the properties of a Parameter.

Type	Description
Audio Resource	The ARID of an Audio Resource.
Boolean	True or false only.
Configuration Object	The type of a configuration object, which is specified in the Object Type field of the Parameter's properties. Optionally, when Configuration Object is selected, you can check the checkbox named **Multiple Types** to select multiple configuration objects to add to this Parameter. If the checkbox named **Global** is checked, a separate panel will open to allow you to select which tenants will receive the Parameter. The following types are supported: • Agent Group • DN • Person (more often referred to as User) • Place • Place Group • Skill • Stat Server • Transaction
Custom List	Valid values are limited to the values that are specified in a user-defined list, specified in the Custom List/Custom Value field of the properties of the Parameter.
Date	A date value, in the format yyyy-mm-dd.
Integer	A 0 (zero), negative, or positive number with no decimal value.
Personality	The name of a Personality, given by the Personality Identifier value that is specified in the list of Personalities.
Schedule	Enables users to configure date and time ranges.
String	A string of characters, both alphanumeric and symbols.
Time	A time value, in the format hh:mm.

Schedule Parameter

[+] Click to show section

The Schedule Parameter enables users to specify a series of date and time ranges for Parameter Groups. For example, the Schedule Parameter can specify opening and closing hours for each Tenant.

Procedure:

Steps

1. On the **Parameter List** panel, click **+**.

2. On the **+** panel that is displayed to the right of the **Parameter List** panel, define the properties of the new Parameter.

3. In the **Type** field, select **Schedule**. A new section called **Schedule** appears below the **Type** field.

4. In the **Schedule** section, click **Add**.

5. In the **Date** panel that appears to the right, select the **Schedule** type. You can select **Date**, to select a specific date, or you can select **Day of Week**, to select a day of the week.

   If you select **Date**:

   a. You must select the **Year, Month, Day, and Time Zone** (optional) to apply the Schedule Parameter. If you do not select a **Time Zone**, the system's local time zone will be used.

   b. The **Time Ranges** field is optional. This field graphically represents the time range for the Schedule Parameter, based on a 24-hour clock. If the **Time Ranges** field is empty, the Schedule Parameter will apply to the entire day. To specify a time range:

      i. Move your mouse cursor to the time for which you want this Schedule Parameter to begin.

      ii. Click and drag the mouse cursor to the end time for this Schedule Parameter. A box will appear to visually display the times for which this Schedule Parameter will apply.

      iii. Click the **Save** button.

   If you select **Day of Week**:

   a. You must select the **Day of Week** and **Time Zone** (optional) to apply the Schedule Parameter. If you do not select a **Time Zone**, the system's local time zone will be used.

   b. The **Time Ranges** field is optional. This field graphically represents the time range for the Schedule Parameter, based on a 24-hour clock. If the **Time Ranges** field is empty, the Schedule Parameter will apply to the entire day. To specify a time range:

      i. Move your mouse cursor to the time for which you want this Schedule Parameter to begin.

      ii. Click and drag the mouse cursor to the end time for this Schedule Parameter. A box will appear to visually display the times for which this Schedule Parameter will apply.

      iii. Click **Save**.

3. In the **+** panel, do one of the following:

- To save the new Parameter, click **Save**.

- To cancel the new Parameter and not save it in the database, click **Cancel**.

Working with Parameters

You can perform the following tasks in this screen:

- Define new Parameters
- Modify Parameters
- Delete Parameters

Defining Parameters

Normally, the Service Provider defines new Parameters. Tenant administrators can also define their own, but these can be added only to Parameter Group Templates in the same tenant.

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Procedure: Defining Parameters

Steps

1. On the **Parameter List** panel, click **+**.

2. On the **+** panel that is displayed to the right of the **Parameter List** panel, define the properties of the new Parameter.

3. Do one of the following:

   a. To save the new Parameter, click **Save**.

   b. To cancel the new Parameter and not save it in the database, click **Cancel**.

Modifying Parameters

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Procedure: Modifying Parameters

Steps

> **Important**
> Follow the instructions in this topic to modify any property of a Parameter except
> **Value**. To set or change the actual value of a Parameter in a Parameter Group,
> see "Setting and Modifying Values in Parameter Groups" in the Procedures tab of
> the Parameter Groups page.

When you modify a Parameter, the changes are propagated to any Parameter Group Templates
that contain the modified parameter. However, the changes are not propagated to any
deployed Parameter Groups.

1. On the **Parameter List** panel, select the Parameter that you want to modify.

2. On the <Parameter name> panel that is displayed to the right of the **Parameter List** panel,
   modify the properties of the Parameter, as required.

3. Click **Save** to save your changes, or click **Cancel** to leave the Parameter unchanged.

Deleting Parameters

You can delete only Parameters that are not assigned to Parameter Group Templates.

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Procedure: Deleting Parameters

Steps

1. On the **Parameter List** panel, select the Parameter that you want to delete.

2. On the <Parameter name> panel that is displayed to the right of the **Parameter List** panel,
   click **Delete**.

3. In the Confirm Deletion dialog box, do one of the following:

   a. To remove the Parameter from the database, click **OK**.

   b. To keep the Parameter and not remove it from the database, click **Cancel**.