GVP 7.6 Documentation Supplement

Backup for Sending the ScriptID

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Backup for Sending the ScriptID

SUMMARY: The configuration instructions for `FetchScriptIDfromURS` require additional information.

DOCUMENT: The Genesys Voice Platform 7.6 Reference Manual.
CHAPTER: Chapter 1: Element Management Provisioning System
SECTION: Provisioning a Customer, Step 2—GenesysCTI
ADD THIS NOTE under Step 6 on page 43:

Important

Because some switches may not be able to provide the proper DNIS, the `FetchScriptIdfromURS` option is set in `Behind-the-Switch` mode, and Genesys Framework is configured to provide the ScriptID when this happens. The details are:

1. Genesys Queue Adapter (GQA) receives the DNIS and ANI as a part of the CallInfoResp from IServer to CFA.

2. GQA receives the RESULT, CONNID and DNIS (set to the ScriptId value) as a part of the CallInfoResp from IServer to CFA.

3. GQA sends RESULT, CONNID and DNIS (set to the ScriptId value).

4. If the scriptID is not received, then GQA sends the ANI and DNIS that it received as part of CallInfoResponse from the IServer, along with the result and CONNID.