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Developer's Guide

Propagate UserData

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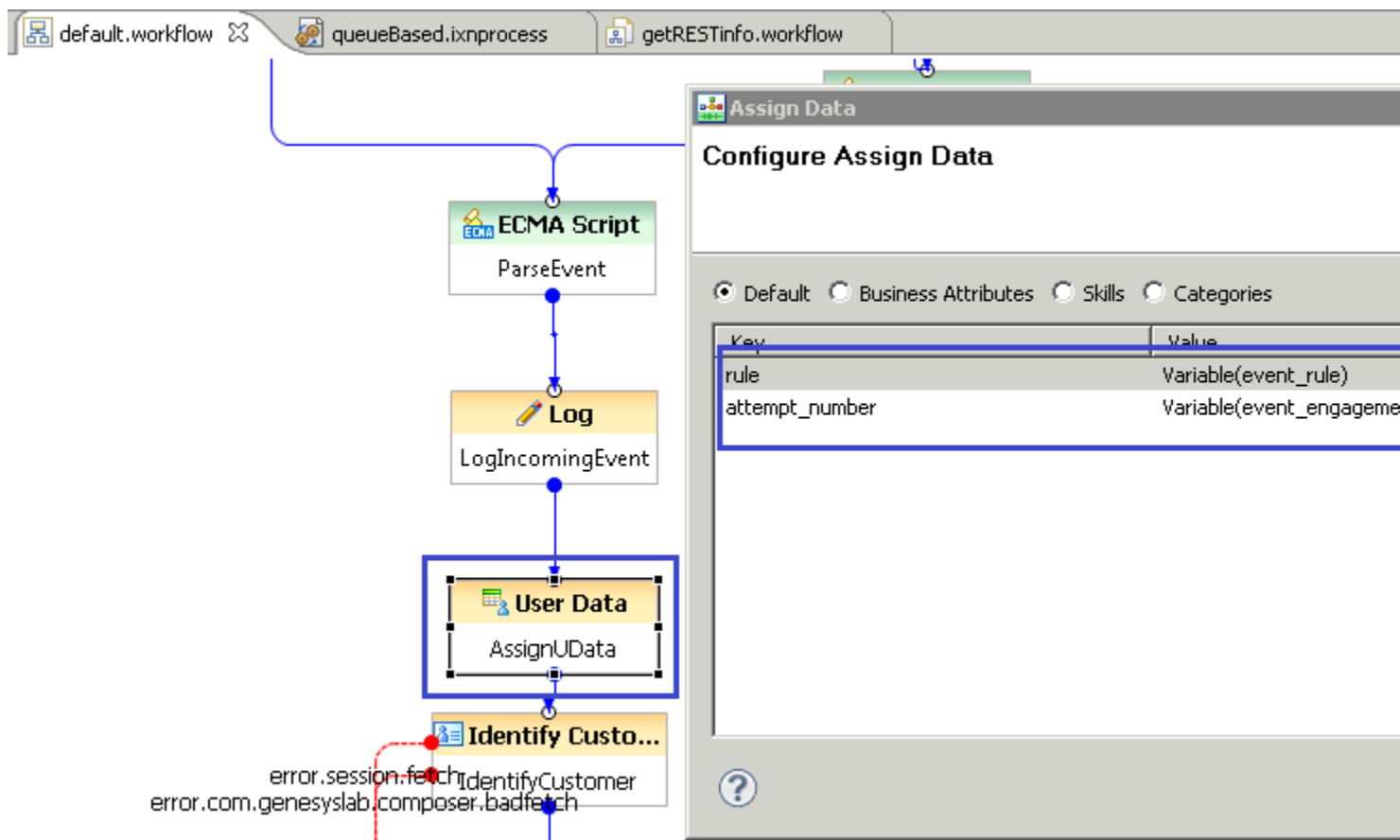
- **1 Propagate UserData**
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You can propagate user data from the Open Media (webengagement) interaction into the engagement interaction (chat or webcallback) by following two steps:

- **Attach UserData to the Open Media webengagement interaction inside of the engagement strategy.**
- **Copy the filtered UserData from the Open Media interaction into the engagement strategy.**

Attach UserData to the Open Media interaction

All data that comes from System events is stored in the Open Media webengagement interaction as a KVlist under the key `jsonEvent`. You can access this data from the engagement strategy, but the `jsonEvent` key is not stored in the Universal Contact Server (UCS) database, which means it cannot be copied into the engagement interaction. If you want to store this user data in the UCS database or copy it into the chat or webcallback engagement interaction, you must attach it manually to the Open Media webengagement interaction in the engagement strategy. For example, you can do this with the User Data block:



Assigning UserData

This allows you to store all attached user data in the UCS database, but you can also control exactly which data to copy into the child chat or webcallback engagement interaction.

Important

Genesys recommends that you collect all the data you need and attach it to the interaction in a single Assign Data block. You should avoid using the multiple Assign Data blocks unless it is absolutely necessary.

Copy filtered UserData to the engagement interaction

When a chat or webcallback interaction is created, Genesys Web Engagement attaches the UserData available in its parent Open Media webengagement interaction. You can control how this data is attached by using the `wes.connector.interaction.copyUserData` option in the `service:wes` section of the Backend Server application. This option has three modes:

- Copy all UserData
- Don't copy UserData
- Copy only specific KV pairs from UserData

The following tables provides example values for the `wes.connector.interaction.copyUserData`. In these examples, the Open Media webengagement interaction UserData contains the keys **ORS Data**, **rule**, **strategy**, **some data**.

Value of <code>wes.connector.interaction.copyUserData</code>	Data in the engagement interaction
<i>all</i>	All keys are copied: ORS Data, rule, strategy, some data
<i>no</i>	No keys are copied.
<i>rule;strategy</i>	The rule, strategy keys are copied.
<i><blank or empty></i>	If the value of <code>wes.connector.interaction.copyUserData</code> is absent or has an empty value, no keys are copied.
<i>my_key1;ORS Data</i>	The ORS Data key is copied. my_key1 is ignored because it is not part of the keys in the Open Media webengagement interaction UserData.

Attaching data for a negative engagement scenario

The default engagement strategy uses UserData propagation to store UCS database information about why a negative decision occurred.

The following keys are attached to the Open Media webengagement interaction and then saved in the UCS database:

- **noEngageCode** — The code for the negative decision reason.

- **noEngageDescription** — The extended description of the negative decision reason.

You can modify this in the engagement strategy to suit the requirements for your website.