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Deployment Guide

queues Section

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queueAccepted

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a visitor accepts an engagement invitation.

Default Value: Webengagement_Accepted

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately

queueEngaged

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a positive engagement decision is made in the Engagement Logic SCXML strategy.

Default Value: Webengagement_Engaged

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately

queueFailed

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after an error in the strategy or in the Web Engagement Server.

Default Value: Webengagement_Failed

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately

queueMissed

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed as the result of a negative decision in the Engagement Logic strategy.

Default Value: Webengagement_Missed

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately

queueQualified

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a HotLead event is triggered by Complex Event Processing on the Web Engagement Server side. This queue is the entry point to the execution of the Engagement Logic strategy.

Default Value: Webengagement_Qualified

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately

queueRejected

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a visitor rejects an engagement invitation.

Default Value: Webengagement_Rejected

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately

queueTimeout

Description: Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a visitor's browser sends the Timeout disposition code for the engagement invitation or after the Engagement Logic strategy is finalized by a timeout while waiting for a disposition code.

Default Value: Webengagement_Timeout

Valid Values: The name of an existing Interaction Queue

Mandatory: Yes

Changes Take Effect: Immediately