



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Deployment Guide

userData Section

12/20/2025

userData Section

Contents

- 1 userData Section
 - 1.1 attach812StyleUserData
 - 1.2 eventName.SignIn
 - 1.3 eventName.UserInfo
 - 1.4 eventName.VisitStarted
 - 1.5 eventType.ACTIONABLE
 - 1.6 keysToPropagate

attach812StyleUserData

Description: If true, the Web Engagement Server will attach 8.1.2-style user data to the **webengagement** OM interaction. The following keys will be affected: **jsonEvent**, **ixnType**, **engagements_in_progress**, **engagement_type** and **engagement_attempts**. If false, only Web Engagement 8.5-style data will be added.

Default Value: true

Valid Values: true, false

Mandatory: No

Changes Take Effect: Immediately

eventName.SignIn

Description: Comma-separated list of fields from the data object of a **SignIn** event that belongs to the current session. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue

Valid Values: comma-separated list of fields expected in data object of **SignIn** event.

Mandatory: No

Changes Take Effect: Immediately

eventName.UserInfo

Description: Comma-separated list of fields from the data object of a **UserInfo** event that belongs to the current session. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue

Valid Values: comma-separated list of fields expected in data object of **UserInfo** event.

Mandatory: No

Changes Take Effect: Immediately

eventName.VisitStarted

Description: Comma-separated list of fields from the data object of a **VisitStarted** event. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue.

Default Value: timezoneOffset

Valid Values: comma-separated list of fields expected in data object of **VisitStarted** event.

Mandatory: No

Changes Take Effect: Immediately

eventType.ACTIONABLE

Description: Comma-separated list of fields from the data object of an **ACTIONABLE** event. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue.

Default Value: timezoneOffset

Valid Values: comma-separated list of fields expected from the data object of an **ACTIONABLE**

event.

Mandatory: No

Changes Take Effect: Immediately

keysToPropagate

Description: Comma-separated list of keys. The specified keys will be copied from the **UserData** of the **webengagement** interaction into the **UserData** of the media (**chat** or **webcallback**) interaction.

Valid Values: list of fields expected in **UserData** of **webengagement** interaction (either passed as part of Web Engagement events or gathered in Engagement Logic strategy)

Mandatory: No

Changes Take Effect: Immediately