Deployment Guide

userData Section

12/20/2025

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Contents

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