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Interaction Concentrator Deployment Guide

DAP Option

DAP Option

This section describes the ICON-related role configuration option that you configure on the **Options** tab of a Database Access Point (DAP) Application configuration object that specifies the IDB connection. Interaction Concentrator processes this option.

role

Specifies the type of data that this ICON instance processes and stores in IDB.

Important

Role assignments must be configured using only lower case (for example, `cfg`). ICON interprets uppercase (CFG) or mixed case (Cfg) settings as invalid and defaults to the `all` role.

- Configured in: ICON Application, [callconcentrator] Section; DAP Application, [callconcentrator] Section (for details relevant to setting the `role` option in the DAP Application, scroll to the end of this page)
- Default value: `all`
- Valid values: A comma-separated list including any of the following:
 - `all`—Stores all types of data.
 - `cfg`—Stores the initial configuration state and a history of configuration changes retrieved from Configuration Server.
 - `gcc`—Stores interaction-related and party-related information—that is, T-Server and Interaction Server data that pertains to voice and multimedia interactions, and the parties associated with those interactions.
 - `gls`—Stores T-Server and Interaction Server data that pertains to agent states and agent login sessions.
 - `gud`—Stores T-Server and Interaction Server data that pertains to the attached data associated with calls.
 - `gos`—In an environment with the Outbound Contact solution, stores OCS data that pertains to outbound calls and campaigns.
 - `lrm`—In an environment with License Reporting Manager, stores license reporting data.
- Changes take effect: After restart

Important

All ICON instances are assigned a predefined role, `svc`, to store service information about the ICON instance, for identification purposes, in IDB. The `svc` role cannot be turned off, and you do not need to specify it in the option value.

Any combination of the valid values can be used. Prefixing an option value with a tilde (~) excludes that type of data from ICON processing, and includes all other types. For example, the value `~cfg` deactivates ICON processing of configuration data, and activates processing and storage of all other

types of data. Ensure that the role that you specify for the ICON instance is consistent with the role that you specify for the DAP (see below for DAP-specific considerations).

Examples of correct settings:

- `role = cfg,gcc,gud`
- `role = all`
- `role = gcc,gud,glg,gos`
- `role = ~cfg`

(The last two examples are equivalent.)

DAP-Specific Notes

All types of ICON data go through the same DAP in the following cases:

- No `role` option is defined for the DAP.
- The `role` option is defined, and its value is explicitly set to `all`.
- You specified only one DAP Application object on the **Connections** tab of the ICON Application object.

Important

- Regardless of whether a given DAP handles all types of ICON data or a subset of them, a separate database connection is opened for each type of data.
- Ensure that the role that you specify for the DAP is consistent with the role that you specify for the ICON instance.
- A DAP cannot be assigned the `lrm` role. If you do so, it is ignored and the default value (`all`) is used.