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Interaction Concentrator Deployment Guide

DN Options

DN Options

This section describes the ICON-related configuration options you configure on the **Annex** tab of a DN configuration object. Interaction Concentrator processes these options.

gts Section

You must name this section gts in the configuration.

do-not-register Option

emulate-event-queued Option

ivr Option

monitor Option

ring-divert Option

do-not-register

Enables you to prevent ICON from registering specified DNs. ICON does not receive any events from these DNs and processes data from these DNs as external.

- Configured in: DN Application, Annex tab, [gts] section
- Default value: 0
- Valid values:
 - 0—ICON functions as in prior releases, and registers this DN.
 - 1—ICON does not register the specified DN.
- Changes take effect: After restart

emulate-event-queued

Enables the emulation of EventQueued for this particular DN. This setting supersedes the value set in an EventQueued-related option at the Switch level.

Important

Generation of EventQueued for a Routing Point, a Routing Queue, and an External Routing Point depends on a particular T-Server and its switch. ICON requires this event for correct party representation in any environment.

- Configured in: DN Application
- Default values:
 - 0—For a Routing Queue DN
 - 1—For a Routing Point DN and an External Routing Point DN
- Valid values:
 - 0—EventQueued is not emulated.
 - 1—EventQueued is emulated.
 - Changes take effect: Immediately

ivr

Specifies whether ICON treats this DN as an IVR port. By default, ICON identifies DNs as IVR ports using one of the following criteria:

- DN has a type of Voice Treatment Port in Configuration Database.
- DN has a type of ACD Position or Extension, and it is specified as an Associated DN in the properties of the IVR port.
- Configured in: DN Application
- Default value: 0
- Valid values:
 - 0—ICON does not recognize this DN as an IVR port unless the DN configuration satisfies one of the above criteria.
 - 1—ICON treats this DN as an IVR port regardless of other configuration parameters specified for this DN.
- Changes take effect: Immediately

Important

- You must set the value of this option to 1 if (a) you want ICON to reliably report that the endpoint associated with a party is an IVR port and (b) the DN configuration does not satisfy either of the above criteria. Note that ICON does not limit the DNs to which you can apply this configuration value, and there are no internal checks to verify that the value is correct for your deployment. Set this configuration option carefully to avoid unwanted downstream implications. For example, if you incorrectly set this option to 1 for a non-IVR device type, ICON will report it as an IVR device, and the downstream reporting application might interpret ICON data incorrectly.
- See the `gls-ivr` option description to exclude data about agent activity associated with this IVR device from IDB storage. See also the description of the `GSYS_EXT_INT1` field in the `G_PARTY_HISTORY` table, which can be found in the *Interaction Concentrator 8.1 Physical Data Model* for your RDBMS.

monitor

Applicable to DNs of the Virtual Queue type, this option enables the processing of Virtual Queue-related events for this particular DN. This option is meaningful only when the `support-dn-type-5` configuration option is set to 1 (default) in the corresponding Switch object configuration.

- Configured in: DN Application
- Default value: 1
- Valid values:
 - 0—ICON does not handle any Virtual Queue-related events for this DN.
 - 1—ICON processes Virtual Queue-related events for this DN.
- Changes take effect: Immediately

ring-divert

Controls whether ICON identifies the PARENTPARTYID and the PARENTLINKTYPE of the Ringing party in event flows in which EventRinging comes before EventDiverted or the call is routed to an external switch.

Tip

You can set this option in the **Annex** section either of the Switch or the DN configuration object, or both. If it is set to a valid value, the DN option overrides the value set for the Switch.

- Configured in: Switch Application, DN Application
- Default Value: 0
- Valid Values: 0, 1
 - 0—ICON preserves its former behavior; that is, ICON does not identify the PARENTPARTYID or the PARENTLINKTYPE in these event flows.
 - 1—ICON correctly sets the value of the PARENTPARTYID and the PARENTLINKTYPE.
- Changes Take Effect: If set for the Switch, changes take effect after ICON is restarted; if set for the DN, changes take effect immediately.

Important

Interaction Concentrator does not support event flows in which EventRinging comes before EventDiverted for two-step transfer scenarios in which the transfer is completed before the call rings on the target DN. This is the case even if you set the ring-divert option value to 1.