



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.

Interaction Concentrator Deployment Guide

Configuring for Attached Data

Configuring for Attached Data

Attached data refers to the interaction-related business data that is sent by T-Server or Interaction Server as key-value pairs (KVPs) in the UserData, Extensions, or Reasons attributes in TEvents.

Configuring Interaction Concentrator to store attached data in IDB is a two-part process:

1. Specify the attached data key configuration file, which maps the key-value pairs (KVPs) in reporting event attributes to IDB tables and fields. For more information, see [Attached Data Specification File](#).
2. Specify the attached data configuration settings in the Genesys Configuration Layer.
 - For more information about attached data in Interaction Concentrator, see [Processing Attached Data](#).
 - For information about configuring Interaction Concentrator to store user data from EventUserEvents that are distributed by T-Server or Interaction Server from other client applications (for example, from an agent desktop application), see [Configuring for Agent State and Login Session Data](#).

To use attached data, follow the configuration instructions in the following sections:

- [ICON Application Object](#)
- [Attached Data Specification File](#)
- [Parser Limitations](#)
- [Attribute Values](#)
- [IDB Fields](#)
- [Universal Routing Server Attached Data](#)

ICON Application

This section describes the configuration settings that are available on the ICON Application object.

ICON Role Configuration Option

For every ICON instance that must store attached data, make sure that the **role** option on the **Options** tab of the ICON Application object includes gud in the list of values. If you deploy a single ICON instance for the entire contact center, you can keep the default value (all). For more information, see the description of the role configuration option.

Attached Data Specification File

The attached data specification file (named **ccon_adata_spec.xml** by default) maps the key-value pairs (KVPs) in reporting event attributes to IDB tables and fields.

The adata-spec-name configuration option] enables you to point ICON to your attached data specification file. In ICON versions prior to 8.1.5, you must restart ICON after making changes to the

attached data specification file.

Starting in release 8.1.5, if you update the attached data specification file, ICON reads the changes dynamically. Each version of the attached data specification file is saved as a *dictionary*. By default, ICON can store up to twelve dictionaries.

Attached Data Configuration Options

The following ICON configuration options, enable you to specify what attached data ICON should store, and in what manner:

- adata-default-storage
- adata-extensions-history
- adata-reasons-history
- adata-spec-name
- adata-userdata-history
- cseq-adjustment
- max-userdata-length
- suppress-user-data
- trim-broken-utf8

Select the appropriate values for your environment, and make related configuration changes on the **Options** tab of the ICON Application object.

Custom Dispatcher Configuration Options

The following ICON configuration options enable you to specify how the custom dispatcher will process attached data:

- gud-cust-disp
- gud-cust-disp-groups

Review the descriptions and values for the configuration options, select the appropriate values for your environment, and make related configuration changes on the **Options** tab of the ICON Application object.

Attached Data Specification File

If you require ICON to store attached data in IDB, create an attached data specification for ICON to use. The attached data specification is an XML file stored in the installation directory that you specify when you install the Interaction Concentrator application.

- For the XML schema definition for your attached data specification, see the **Schema Definition** tab on the [Attached Data Specification File](#) page. This page provides the following sample attached data specifications:

- Sample Basic Attached Data Specification
- Sample Specification for Multimedia Attached Data
- Sample Specification for Customized Attached Data

In this section, as in the rest of this document, *italics* indicate placeholder text.

Parser Limitations

The ICON XML parser imposes the following limitations:

- ICON ignores unknown attributes if they are present in the specification. When parsing the XML specification, ICON checks only for missing attributes.
- The ICON XML parser does not support namespaces.

Attribute Values

This section describes the attributes that are used in the XML schema definition.

History Types

The following values can be used as history types:

none	No value for a given key is recorded in IDB.
first	Only the first value for a given key is recorded in IDB.
last	Only the last value for a given key is recorded in IDB.
all	Every change in value for a given key is recorded in IDB. This value applies only to keys that are configured to be stored in the history tables.

Storage Types

The table below shows the IDB table in which each attribute is stored.

Attribute Name	IDB Table Name
public	G_USERDATA_HISTORY
secure	G_SECURE_USERDATA_HISTORY
call	G_CALL_USERDATA
call-cust	G_CALL_USERDATA_CUST

Attribute Name	IDB Table Name
call-cust1	G_CALL_USERDATA_CUST1
call-cust2	G_CALL_USERDATA_CUST2
mcr-f	GM_F_USERDATA
mcr-l	GM_L_USERDATA
<i>user_supplied_name</i> , such as cust-disp-group-n	Customer-defined name, as specified in the custom dispatcher.

Data Source Types

The following table shows the TEvent attribute from which each attribute is derived.

Attribute Name	TEvent Attribute Name
reasons	AttributeReasons
extensions	AttributeExtensions
userdata	AttributeUserData

IDB Fields

The mapping between the field attribute (the logical key name) in the attached data specification and fields in the IDB tables is predefined. This section describes the predefined IDB fields for:

- [Voice attached data](#)
- [Multimedia-specific attached data](#)
- [Custom attached data](#)

Predefined IDB Columns—Voice

For voice calls, the table below shows the predefined IDB field in which each attribute is stored in the G_CALL_USERDATA table.

Attribute Name	G_CALL_USERDATA Field
customer-segment	G_CUSTOMER_SEGMENT
service-type	G_SERVICE_TYPE
service-subtype	G_SERVICE_SUBTYPE
business-result	G_BUSINESS_RESULT
customer-id	CUSTOMER_ID
transaction-id	TRANSACTION_ID
cause-id	CAUSE_ID

Attribute Name	G_CALL_USERDATA Field
account-id	ACCOUNT_ID
destination-id	DESTINATION_ID
target-id	TARGET_ID

Predefined IDB Columns—Multimedia

For eServices and 3rd Party Media interactions, the following table shows the predefined IDB fields in the GM_F_USERDATA and GM_L_USERDATA tables in which multimedia-specific attributes are stored. All the IDB fields listed in this table can be used for customer-defined keys.

Important

- In this table, the **Key Name** and **Field** columns refer to Attached Data Specification attributes.
- For any field attributes marked with an asterisk (*), if it is not mapped to a customer-defined key in the attached data specification file, the IDB field will be populated with the value of the predefined key.

Predefined Key Name	Key Name	Field	IDB Field
GM_F_USERDATA Table			
FromPersonal	MyKeyName (customer-defined)	*mcr-from-name	G_FROM_NAME
	MyKeyName (customer-defined)	mcr-called-back	G_CALLED_BACK
Subject	MyKeyName (customer-defined)	*mcr-subject	G_SUBJECT
Origination_Source	MyKeyName (customer-defined)	*mcr-origin-source	G_ORIGIN_SOURCE
FromAddress	MyKeyName (customer-defined)	*mcr-from-address	G_FROM_ADDRESS
	MyKeyName (customer-defined)	mcr-reserved-1 through mcr-reserved-4	G_RESERVED1 through G_RESERVED4
GM_L_USERDATA Table			
	MyKeyName (customer-defined)	mcr-suggested-response	G_S_RESPONSE
	MyKeyName (customer-defined)	mcr-auto-response	G_A_RESPONSE
	MyKeyName (customer-defined)	mcr-auto-ack	G_A_ACK

Predefined Key Name	Key Name	Field	IDB Field
ContactId	MyKeyName (customer-defined)	*mcr-ucs-contact-id	G_UCS_CONTACT_ID

Predefined IDB Columns—Custom Fields

ICON creates the IDB G_CALL_USERDATA_CUST* fields in the G_CALL_USERDATA_CUST* tables for the custom attributes that you might use in your attached data specification. You can use these fields for both voice and multimedia interactions.

The G_CALL_USERDATA_CUST* fields are named CUST_DATA_1, CUST_DATA_2, CUST_DATA_3, and so on to CUST_DATA_19. Use corresponding attribute names, as shown in the following table:

Attribute Name	G_CALL_USERDATA_CUST* Field Name
CUST_DATA_1	cust-data-1
CUST_DATA_2	cust-data-2
CUST_DATA_3	cust-data-3
⋮	⋮
CUST_DATA_19	cust-data-19

Universal Routing Server Attached Data

Universal Routing Server (URS) distributes a standard set of attached data that usually exceeds reporting requirements for actual deployments.

Important

To improve performance and conserve database resources, ICON does not store values for these keys in the IDB history tables by default, regardless of the value that you specify for the `adata-userdata-history` option. If you require some or all of the following keys to be stored, explicitly define the respective keys in your attached data specification.

Depending on whether you specify the URS keys in the **public** or **secure** sections of the attached data specification, the KVP data is stored in the KeyName, Value, and, if you also specify the `id` attribute, KEYID fields in the G_USERDATA_HISTORY or the G_SECURE_USERDATA_HISTORY table.

For an example of an attached data specification that includes URS attached data keys, see the **Basic Sample** tab on the [Attached Data Specification File](#) page.

Tables Showing How User Data is Stored in IDB

As a result of separate ICON processing, the values of the keys in Table 1 (below) are stored in the G_ROUTE_RESULT table by default. These keys come from userdata. You must nevertheless explicitly include these keys in the attached data specification file if you want the key values to be stored in the user data history tables.

Table 1: source="userdata"		
RTargetRuleSelected	RTargetObjectSelected	RTargetTypeSelected
RTargetAgentSelected	RTargetPlaceSelected	RRequestedSkillCombination
RStrategyName	RTenant	RVQID
RVQDBID		

ICON masks the keys in the following three tables by default and does not store them in IDB. To store any of the userdata keys in Table 2, the reasons keys in Table 3, or the extensions keys in Table 4, you must explicitly specify the key in the attached data specification file.

Table 2: source="userdata"		
CBR-Interaction_cost	CBR-IT-path_DBIDs	CBR-actual_volume
CBR-contract_DBIDs	RStrategyDBID	ServiceType
ServiceObjective	RVQID	RTargetObjSelDBID
RTargetRequested	RTargetAgentGroup	RTargetRuleSelected
RTargetObjectSelected	RTargetTypeSelected	RTargetAgentSelected
RTargetPlaceSelected	RStrategyName	RRequestedSkillCombination
RTenant	RTargetUsed/RTargetName	RTargetUsed/RTargetType
RTargetAgSelDBID	CustomerSegment	RTargetPISelDBID
RRequestedSkills	RTargetPlaceGroup	RTargetCampaignGroup
RouterData70		

Table 3: source="reasons"		
RTR	CBR-Interaction_cost	CBR-IT-path_DBIDs
CBR-actual_volume	CBR-contract_DBIDs	RStrategyDBID
ServiceType	ServiceObjective	RVQID
RTargetObjSelDBID	RTargetRuleSelected	RTargetObjectSelected
RTargetTypeSelected	RTargetAgentSelected	RTargetPlaceSelected
RStrategyName	RRequestedSkillCombination	RTenant
RTargetUsed/RTargetName	RTargetUsed/RTargetType	RTargetAgSelDBID
CustomerSegment	RTargetPISelDBID	RRequestedSkills
RTargetPlaceGroup	RTargetCampaignGroup	RouterData70

Table 4: source="extensions"		
Reasons/RTR	Reasons/ServiceType	Reasons/ServiceObjective

Table 4: source="extensions"		
Reasons/RVQID	Reasons/RTargetObjSelDBID	Reasons/RStrategyDBID
Reasons/RTargetRuleSelected	Reasons/RTargetObjectSelected	Reasons/RTargetTypeSelected
Reasons/RTargetAgentSelected	Reasons/RTargetPlaceSelected	Reasons/RTargetAgentGroup
Reasons/RTargetRequested	Reasons/RTargetUsed	Reasons/RTargetUsed/ RTargetName
Reasons/RTargetUsed/ RTargetType	Reasons/RStrategyName	Reasons/ RRequestedSkillCombination
Reasons/RTenant	Reasons/RTargetAgSelDBID	Reasons/CustomerSegment
Reasons/RTargetPISelDBID	Reasons/RRequestedSkills	Reasons/RTargetPlaceGroup
Reasons/RTargetCampaignGroup	Reasons/RouterData70	ReportingEventSequenceNumber
Reasons	Reasons/CBR-IT-path_DBIDs	Reasons/CBR-Interaction_cost
Reasons/CBR-actual_volume	Reasons/CBR-contract_DBIDs	RTargetUsed
RTargetUsed/RTargetName	RTargetUsed/RTargetType	