GENESYS™

Integrated Capture Points Guide

Inbound Transformation Script

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Inbound Transformation Script

The inbound transformation script path is `iwd_scripts\iWD2IxnServerTransformer.groovy`. The script produces output in UTF-8 for Interaction Server to parse.

Inbound Script Parameters

The script uses the following parameters:

- `CompleteQueues`—A comma-separated list of queue names for completed interactions (default `iWD_Completed`).
- `RestartQueues`—A comma-separated list of queue names for new interactions (default `iWD_New`).
- `CancelQueues`—A comma-separated list of queue names for canceled interactions (default `iWD_Canceled`).
- `ExtendedAttributes`—A comma-separated list of attributes that must be present under the `<Ext>` tag of the `CreateTask` iWD message.
- `AllowAnyAttributes`—If set to `true` or `yes`, the transformation script copies any unknown attributes to the transformed message.
- `CaseSensitiveAttributes`—If set to `false` or `no`, the transformation script ignores the case of known attribute names (including `Ext` and `Data` section names).
- `CaseSensitiveActions`—If set to `false` or `no`, the transformation script ignores letter case of action names.

    Interaction Server parser and interaction representation are case sensitive. The customized script must take care to produce the output in the correct case.

Root Element

The root element of iWD inbound message may be `GTLMessages` or `GTLMessage`. The script checks for the root element name and generates an error if the document root element is anything else. The root element of the transformed messages is always `messages` and the child elements describe the operations.

Transforming Actions

The iWD message action is the name of the tag of the child element of the root element. Possible actions and their translations are as follows:

- `CreateTask`—Translates to `<interaction operation='submit'>`
- `GetTaskInfo`—Translates to `<interaction operation='getinfo'>`
- `UpdateTask`—Translates to `<interaction operation='update'>`
- `CompleteTask`—Translates to `<interaction operation='update'>`

- HoldTask—Translates to `<interaction operation='hold'>`

- ResumeTask—Translates to `<interaction operation='resume'>`

- RestartTask—Translates to `<interaction operation='update'>`

- CancelTask—Translates to `<interaction operation='update'>`

CompleteTask, RestartTask, and CancelTask are transformed into the update operation, which allows changing the queue for the interaction. The queue name is then added based on transformer parameters. Specifically, for the CompleteTask action, the first queue name from the transformer parameter CompleteQueues is added as the Queue property of the translated message. For the rest of these actions, the first queue name from the appropriate parameter is taken.

Transforming Properties

The following transformation takes place for the inbound iWD message:

- All known direct children of the `action` element are translated according to the Translation Table for Known Attributes (Inbound) below and put into the `properties` tag of the transformed message.

- If any unknown tag is encountered, it is ignored if the `AllowAnyAttributes` option of the transformer is not set to `true` or `yes`. If the option is set to `true` or `yes`, the attribute is copied without any translation to the `properties` tag of the transformed message.

- If the `Ext` tag is encountered, all children of this tag are copied into the `properties` tag of the transformed message with the prefix IWD_ext_.

- If the `Data` tag is encountered, all children of this tag are copied into the `properties` tag of the transformed message without any changes.

- If the `Reason` tag is encountered, it is translated to the `reason` tag with the `name` attribute containing the value of the original `Reason` tag (for example `<reason name="Original Reason"/>`).

Attributes appear in the transformed message in the order described above.

Translation Table for Known Attributes (Inbound)

iWD Message Attribute	Attribute Name in Interaction Server	Notes
BrokerId	InteractionId	
CaptureId	ExternalId	
Actor		Ignored
ActionDateTime		Ignored
tenantId	IWD_tenantId	
solutionId	IWD_solutionId	
capturePointId	IWD_capturePointId	Same as SubmittedBy
priority	Priority	
businessValue	IWD_businessValue	
channel	iWD_channel	

iWD Message Attribute	Attribute Name in Interaction Server	Notes
category	IWD_category	
activationDateTime	IWD_activationDateTime	No default value
dueDateTime	IWD_dueDateTime	No default value
expirationDateTime	IWD_expirationDateTime	No default value
processId	IWD_processId	
departmentId	IWD_departmentId	
reprioritizeDateTime	IWD_reprioritizeDateTime	
Hold	IsHeld	Changed to 0 or 1 (from false or true)