Orchestration Server Developer's Guide

Resource Interface

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Contents

Resource Interface

This functional module contains enumeration objects that can be used in other functional modules. There are currently no events or actions generated by this functional module.

Resource Interface

A common entity that used across functional module interfaces is called a resource. A resource is an entity in a business which is involved in helping customers with the services they need. This resource can either be directly involved with the customer through an actual interaction (an IVR, website, knowledge management system, and so on) or be indirectly involved with the customer by doing the processing on behalf of the customer (for example, an agent). A resource can be either a human (for example, an agent) or a device (for example, an IVR). Each resource has a device associated with it to allow it to control the media interactions it is going to help process.

Object Model

_genesys.resource Object

This is the global root object for the Resource functional module interface. This object is maintained by the Resource functional module that implements this interface. The name of the object will be "**_genesys.resource**". There are currently no data properties associated with this object.

_genesys.resource.resourceType ENUM Object

This represents the resource type enumeration. This enumeration is maintained by the orchestration platform. This is the set of properties for the object:

Name	Access	Type	Default Value	Valid Values	Description
CFGNoDN	read only	integer	none	0	This indicates that no DN type should be used.
CFGExtension	read only	integer	none	1	This indicates that the extension DN type should be used.
CFGACDPosition	read only	integer	none	2	This indicates that the ACD position DN type should be used.
CFGACDQueue	read only	integer	none	3	This indicates that the ACD queue DN type should be used.
CFGRoutingPoint	read only	integer	none	4	This indicates that the

Name	Access	Type	Default Value	Valid Values	Description
					routing point DN type should be used.
CFGVirtACDQueue	read only	integer	none	5	This indicates that the vitural ACD queue DN type should be used.
CFGVirtRoutingPoint	read only	integer	none	6	This indicates that the virtual routing point DN type should be used.
CFGEAPort	read only	integer	none	7	This indicates that the EA port DN type should be used.
CFGVoiceMail	read only	integer	none	8	This indicates that the voice mail DN type should be used
CFGCellular	read only	integer	none	9	This indicates that the cellular DN type should be used.
CFGCP	read only	integer	none	10	This indicates that the CP DN type should be used.
CFGFAX	read only	integer	none	11	This indicates that the FAX DN type should be used.
CFGData	read only	integer	none	12	This indicates that the data DN type should be used.
CFGMusic	read only	integer	none	13	This indicates that the music DN type should be used.
CFGTrunk	read only	integer	none	14	This indicates that the trunk DN type should be used
CFGTrunkGroup	read only	integer	none	15	This indicates that the trunk

Name	Access	Type	Default Value	Valid Values	Description
					group DN type should be used.
CFGTieLine	read only	integer	none	16	This indicates that the tie line DN type should be used.
CFGTieLineGroup	read only	integer	none	17	This indicates that the tie line group DN type should be used.
CFGMixed	read only	integer	none	18	This indicates that the mixed DN type should be used.
CFGExtRoutingPoint	read only	integer	none	19	This indicates that the external routing point DN type should be used.
CFGDestinationLabel	read only	integer	none	20	This indicates that the destination label DN type should be used.
CFGServiceNumber	read only	integer	none	21	This indicates that the service number DN type should be used.
CFGRoutingQueue	read only	integer	none	22	This indicates that the routing queue DN type should be used.
CFGCommunicationDN	read only	integer	none	23	This indicates that the communication DN type should be used.
CFGEmail	read only	integer	none	24	This indicates that the email DN type should be used.
CFGVoIP	read only	integer	none	25	This indicates that the voip

Name	Access	Type	Default Value	Valid Values	Description
					DN type should be used.
CFGVideo	read only	integer	none	26	This indicates that the video DN type should be used.
CFGChat	read only	integer	none	27	This indicates that the chat DN type should be used.
CFGCoBrowse	read only	integer	none	28	This indicates that the cobrowse DN type should be used.
CFGVoIPService	read only	integer	none	29	This indicates that the VoIPService DN type should be used.
CFGWorkflow	read only	integer	none	30	This indicates that the workflow DN type should be used.
any	read only	integer	none	1000	This indicates that any DN type should be used.

_event.data.resource Object

The _event.data.resource object in the queue.submit.done event will contain the resource in the format described here (ready to be used as the value of "to" in action items like redirect, singlesteptransfer, and so on). This is the set of properties for the object:

Name	Access	Type	Default Value	Valid Values	Description
type	r/w	string	none	A, AP, GA, GP, WB, IQ, Q, RP, DN	This is the type of resource being represented. • A - Agent ID • AP - Agent Place ID • GA - Agent Group ID

Name	Access	Type	Default Value	Valid Values	Description
					• GP - Place Group ID • WB - Workbin ID • IQ - Interaction Queue • Q - Queue • RP - Route Point • DN - Directory number
dn	r/w	string	none		This is for voice-related resources and is the DN for the resource. This can be a Queue, Route Point, or Directory Number.
agent	r/w	string	none		This is for voice-related or non-voice-related resources and can be either of the following: • Voice - Agent (A) or Agent Group (GA) • Non-Voice - Agent (A)
place	r/w	string	none		This is for voice-related or non-voice-related resources and can be either of the following: • Voice - Place (AP) or Place Group (GP) • Non-Voice -

Name	Access	Type	Default Value	Valid Values	Description
					Place (AP)
id	r/w	string	none		This is for non-voice-related resources and can be either of the following: • Interaction Queue (IQ) • Workbin (WB)
switch	r/w	string	none		This is for voice-related resources and is associated with the dn property.
vq	r/w	string	none		This is for voice-related or non-voice-related resources and is the virtual queue associated with the resource.
wb_type	r/w	string	none		This is for non-voice-related workbin resources and can be one of the following: • Agent (A) or Agent Group (GA) or Place (AP) or Place Group (GP)
wb_owner	r/w	string	none		This is for non-voice-related workbin resources and is the name of the workbin owner, with the string presenting the name of the configuration layer object that is the owner of the workbin.

General rules for specifying target resources:

- For voice interactions, the **dn** property is mandatory. If the **switch** property is not used, the specified **dn** property will be considered as local (with the same T-Server). All other keys except multimedia-specific ones can provide information about the target the interaction is routed to. This information can be attached to the interaction.

- For multimedia interactions, the **dn** property and the **switch** are ignored. The required information depends on the type of target - if it is an agent, then key **agent** is mandatory. If it is a place, then key **place** is mandatory. If it is an interaction queue or a workbin, then key **id** is mandatory. For workbin, **wb_type and wb_owner** keys are also mandatory.

Samples: To route a voice call to some DN on another switch:

```
<onentry>
  <script>
      var dest = {type:"DN"
                  dn:"702",
                  id:"702_sip",
                  place:"702",
                  'switch':"another_switch"};
  </script>
  <ixn:redirect interactionid="_data.ixnid" from="'RP_sip1'" to="dest"  />
</onentry>
```

To route a multimedia call to an agent :

```
<onentry>
  <script>
      var dest = {type:"A"
                  agent:"702_sip"};
  </script>
  <ixn:redirect interactionid="_data.ixnid" from="'RP_sip1'" to="dest"  />
</onentry>
```

To route a call to a workbin:

```
<onentry>
  <script>
      var dest = {type:"WB",
                  id:"WorkbinTypeName",
                  wb_type:"GA",
                  wb_owner:"SomeAgentGroup"};
  </script>
  <ixn:redirect interactionid="_data.ixnid" from="'RP_sip1'" to="dest"  />
</onentry>
```

To route a call to a persistent queue:

```
<onentry>
  <script>
      var dest = {type:"IQ",
                  id:"InteractionQueueName"};
  </script>
  <ixn:redirect interactionid="_data.ixnid" from="'RP_sip1'" to="dest"  />
</onentry>
<script> dest= {"type"="IQ", "id"="InteractionQueueName"}; </script>
<redirect ...from="12345" to="dest"/>
```

When making a redirect, transfer, and so on, if the target contains additional information (vq, agent,

place, sometimes id) before routing, the corresponding data should be attached to the interaction (in the same way URS currently does).

Functions

There are none at this time.

Action Elements

There are none at this time.

Events

There are none at this time.