Genesys Engage Digital (eServices)

udata-filters

4/30/2025

udata-filters

- agent
- esp
- reporting
- router

agent

Default Value:
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to agent applications.

esp

Default Value:
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to ESP servers.

reporting

Default Value:
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from user data in events sent to reporting engines such as Stat Server, ICON or a custom reporting engine.

router

Default Value:
Valid Values: any comma-separated list of user data keys
Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to routing engines such as Universal Routing Server or a custom routing engine.