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# Genesys Web Engagement

queues Section

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## queues Section

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### queueAccepted

**Default Value:** `Webengagement_Accepted`

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a visitor accepts an engagement invitation.

### queueEngaged

**Default Value:** `Webengagement_Engaged`

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a positive engagement decision is made in the Engagement Logic SCXML strategy.

### queueFailed

**Default Value:** `Webengagement_Failed`

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after an error in the strategy or in the Web Engagement Server.

## queueMissed

**Default Value:** Webengagement\_Missed

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed as the result of a negative decision in the Engagement Logic strategy.

## queueQualified

**Default Value:** Webengagement\_Qualified

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a HotLead event is triggered by Complex Event Processing on the Web Engagement Server side. This queue is the entry point to the execution of the Engagement Logic strategy.

## queueRejected

**Default Value:** Webengagement\_Rejected

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a visitor rejects an engagement invitation.

## queueTimeout

**Default Value:** Webengagement\_Timeout

**Valid Values:** The name of an existing Interaction Queue

**Changes Take Effect:** Immediately

This option is mandatory.

Specifies the name of the Interaction Queue where the **webengagement** interaction is placed after a visitor's browser sends the Timeout disposition code for the engagement invitation or after the Engagement Logic strategy is finalized by a timeout while waiting for a disposition code.