Genesys Web Engagement

queues Section

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- queueAccepted
- queueEngaged
- queueFailed
- queueMissed
- queueQualified
- queueRejected
- queueTimeout

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.