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Genesys Engage Digital (eServices)

Database Capture Point

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Database Capture Point

Options for the integrated Database Capture Point are configured in the following sections on the **Options** tab of the Database Capture Point application:

- [db-queries Section](#)
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db-queries Section

- | | | |
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| • canceledUpdateSql | • queuedUpdateSql | • sourceUpdateQuerySql |
| • capturedUpdateSql | • rejectedUpdateSql | • startupQuerySql |
| • captureQuerySql | • restartedUpdateSql | • stoppedUpdateSql |
| • completedUpdateSql | • resumedUpdateSql | • updatedUpdateSql |
| • errorHeldUpdateSql | • routeRequestedUpdateSql | |
| • errorUpdateSql | • sourceErrorUpdateSql | |

assignedUpdateSql

Default Value:

Valid Values: An empty string or any valid assigned update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been assigned to an agent. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

canceledUpdateSql

Default Value:

Valid Values: An empty string or any valid canceled update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'CancelQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

capturedUpdateSql

Default Value:

Valid Values: A valid captured query

Changes Take Effect: Upon restart

The database query that updates the corresponding database record to reflect that certain data has been successfully captured as an interaction by the Interaction Server. Besides the values available from the corresponding capture query, 'InteractionId' value is available to this query, if it has not been provided in the result set of the corresponding capture query.

captureQuerySql

Default Value:

Valid Values: A valid capture query

Changes Take Effect: Upon restart

The database query that returns the result set in which each row will be captured as an interaction by the Interaction Server. The result set that is returned by this query must contain either 'InteractionId' column or 'ExternalId' column. The result set may contain columns corresponding to interaction properties. If a column name does not belong to the predefined interaction properties names, its value will be attached to the user data of the interaction with a key corresponding to the column name.

completedUpdateSql

Default Value:

Valid Values: An empty string or any valid completed update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'CompleteQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

errorHeldUpdateSql

Default Value:

Valid Values: An empty string or any valid error held update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'ErrorHeldQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

errorUpdateSql

Default Value:

Valid Values: A capture error query

Changes Take Effect: Upon restart

The database query that updates the corresponding database record to reflect that the associated interaction has not been captured by the Interaction Server. Besides the values available from the corresponding capture query, additional values 'ErrorCode' (integer) and 'ErrorDescription' (string up to 256 characters) are available to this query.

heldUpdateSql

Default Value:

Valid Values: An empty string or any valid held update query

Changes Take Effect: Upon restart

The database query that updates the corresponding database record to reflect that the associated interaction has been put on hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

queuedUpdateSql

Default Value:

Valid Values: An empty string or any valid queued update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into any queue not belonging to the set of iWD queues specified in 'iwd-parameters' settings section. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

rejectedUpdateSql

Default Value:

Valid Values: An empty string or any valid rejected update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'RejectQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

restartedUpdateSql

Default Value:

Valid Values: An empty string or any valid restarted update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'RestartQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

resumedUpdateSql

Default Value:

Valid Values: An empty string or any valid resumed update query

Changes Take Effect: Upon restart

The query statement that updates the corresponding database record to reflect that the associated interaction has been resumed from a hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

routeRequestedUpdateSql

Default Value:

Valid Values: An empty string or any valid route requested update query

Changes Take Effect: Upon restart

The query statement that updates the database to reflect that the associated interaction has been sent to a router. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

sourceErrorUpdateSql

Default Value:

Valid Values: An empty string or any valid source update error update query

Changes Take Effect: Upon restart

This update is executed when there is an error executing an update request (the one that is fetched by sourceUpdateQuerySql). Besides the values available from the corresponding capture query, additional values 'ErrorCode' (integer) and 'ErrorDescription' (string up to 256 characters) are available to this query.

sourceUpdatedUpdateSql

Default Value:

Valid Values: An empty string or any valid source updated update query

Changes Take Effect: Upon restart

The database update (or delete) query that will execute against a special table in the source database to mark a particular update as having been processed.

sourceUpdateQuerySql

Default Value:

Valid Values: An empty string or any valid source update query

Changes Take Effect: Upon restart

The query statement that updates the database to reflect that the associated interaction has been updated in the Interaction Server by some other entity (not this DB CP). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

startupQuerySql

Default Value:

Valid Values: An empty string or any valid startup query

Changes Take Effect: Upon restart

Specifies the startup query. This optional query runs once, upon DB capture point establishing a connection to the database. It can take no parameters from the interaction server.

stoppedUpdateSql

Default Value:

Valid Values: An empty string or any valid stopped update query

Changes Take Effect: Upon restart

The query statement that updates the corresponding database record to reflect that the associated interaction has been resumed from a hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

updatedUpdateSql

Default Value:

Valid Values: An empty string or any valid updated update query

Changes Take Effect: Upon restart

The query statement that updates the database to reflect that the associated interaction has been updated in the Interaction Server by some other entity (not this DB CP). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew

Valid Values: any of the subtypes defined

Changes Take Effect: Upon restart

Interaction Subtype

InteractionType

Default Value: Inbound

Valid Values: any of the types defined

Changes Take Effect: Upon restart

Interaction Type

MediaType

Default Value: workitem

Valid Values: any of the media types defined

Changes Take Effect: Upon restart

Interaction Media Type

iwd-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [ErrorHeldQueues](#)
- [RejectQueues](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

ErrorHeldQueues

Default Value: iWD_ErrorHeld

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

RejectQueues

Default Value: iWD_Rejected

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

notification-filtering Section

- disable-unsolicited-notifications
- notify-assigned
- notify-changed
- notify-created
- notify-error
- notify-held
- notify-moved
- notify-resumed
- notify-route-requested
- notify-stopped

disable-unsolicited-notifications

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to true or yes, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about an agent being added as a party on an interaction.

notify-changed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

notify-created

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

notify-error

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

notify-moved

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

notify-resumed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction.

notify-stopped

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped

(terminated).

settings Section

- capture-point-type
- connection-string
- data-source-name
- ignore-nulls-in-source-update
- inbound-exception-sleep-interval
- inbound-max-batch-size
- inbound-scan-interval
- notifications-batch-size
- notifications-storing-timeout
- output-queue-size
- password
- report-notification-exception-on-no-data
- updates-exception-sleep-interval
- updates-max-batch-size
- updates-scan-interval
- username

capture-point-type

Default Value:

Valid Values:.jms, file, db, webservice

Changes Take Effect: Upon restart

Specifies the Capture Point type. The following types are supported: .jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point

connection-string

Default Value:

Valid Values: Valid data source name

Changes Take Effect: Upon restart

Specifies an ODBC connection string. Either 'connection-string' or 'data-source-name' must be configured for DB Capture Point to start.

data-source-name

Default Value:

Valid Values: Valid data source name

Changes Take Effect: Upon restart

Specifies the data source name as configured in ODBC manager. Either 'connection-string' or 'data-source-name' must be configured for DB Capture Point to start. When 'data-source-name' is not specified or is empty, the parameters 'username' and 'password' are not read from the configuration.

ignore-nulls-in-source-update

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how to treat null values in the rows selected from the source update table. If the option is set to true, the columns with NULL values are ignored; otherwise, if the option is set to false, the column names of the columns with NULL values are treated as a list of keys to be deleted from the corresponding interaction properties.

inbound-exception-sleep-interval

Default Value: 30

Valid Values: Any integer from 5-300

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) to pause in case of an exception in the inbound cycle

inbound-max-batch-size

Default Value: 1000

Valid Values: Any integer from 1-2000

Changes Take Effect: Upon restart

Specifies the maximum number of rows to be processed in a single select from the inbound table

inbound-scan-interval

Default Value: 10000

Valid Values: Any integer from 0-120000

Changes Take Effect: Upon restart

Specifies the interval (in milliseconds) at which the inbound selects are performed

notifications-batch-size

Default Value: 500

Valid Values: Any integer from 10-5000

Changes Take Effect: Upon restart

Specifies the maximum number of SQL queries corresponding to unsolicited notifications to be executed in a single transaction

notifications-storing-timeout

Default Value: 1000

Valid Values: Any integer from 10-5000

Changes Take Effect: Upon restart

Specifies the maximum time interval (in milliseconds) between transactions of SQL queries corresponding to unsolicited notifications

output-queue-size

Default Value: 5000

Valid Values: Any integer from 1000-20000

Changes Take Effect: Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer

password

Default Value:

Valid Values: Valid password for the specified user name

Changes Take Effect: Upon restart

Specifies optional password to connect to the database

report-notification-exception-on-no-data

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how to treat ODBC return code 'SQL_NO_DATA' in case of notification queries. If set to true, the return code 'SQL_NO_DATA' is treated as an exception; otherwise, this return code is considered as

a indication of a successful query execution.

updates-exception-sleep-interval

Default Value: 30

Valid Values: Any integer from 5-300

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) to pause in case of an exception in the updates cycle

updates-max-batch-size

Default Value: 1000

Valid Values: Any integer from 1-2000

Changes Take Effect: Upon restart

Specifies the maximum number of rows to be processed in a single select from the source updates table

updates-scan-interval

Default Value: 10000

Valid Values: Any integer from 0-120000

Changes Take Effect: Upon restart

Specifies the interval (in milliseconds) at which the source updates selects are performed

username

Default Value:

Valid Values: Valid user name to connect to the database

Changes Take Effect: Upon restart

Specifies optional username to connect to the database