Genesys Web Engagement

userData Section

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- attach812StyleUserData
- eventName.SignIn
- eventName.UserInfo
- eventName.VisitStarted
- eventType.ACTIONABLE
- keysToPropagate

attach812StyleUserData

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

If true, the Web Engagement Server will attach 8.1.2–style user data to the **webengagement** OM interaction. The following keys will be affected: **jsonEvent**, **ixnType**, **engagements_in_progress**, **engagement_type** and **engagement_attempts**. If false, only Web Engagement 8.5–style data will be added.

eventName.SignIn

Default Value:
Valid Values: Comma-separated list of fields expected in data object of **SignIn** event.
Changes Take Effect: Immediately

A comma-separated list of fields from the data object of a **SignIn** event that belongs to the current session. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue.

Starting with release 8.5.100.13, the following patterns are supported:

* to describe "all keys"
prefix_* to describe "all keys starting with prefix_"
*_suffix to describe "all keys ending in _suffix"

eventName.UserInfo

Default Value:
Valid Values: Comma-separated list of fields expected in data object of **UserInfo** event.
Changes Take Effect: Immediately

A comma-separated list of fields from the data object of a **UserInfo** event that belongs to the current session. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue.

Starting with release 8.5.100.13, the following patterns are supported:

* to describe "all keys"
prefix_* to describe "all keys starting with prefix_"
***_suffix** to describe "all keys ending in _suffix"

eventName.VisitStarted

Default Value: timezoneOffset
Valid Values: Comma-separated list of fields expected in data object of **VisitStarted** event.
Changes Take Effect: Immediately

A comma-separated list of fields from the data object of a **VisitStarted** event. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue.

Starting with release 8.5.100.13, the following patterns are supported:

* to describe "all keys"
prefix_* to describe "all keys starting with prefix_"
***_suffix** to describe "all keys ending in _suffix"

eventType.ACTIONABLE

Default Value: rule
Valid Values: A comma-separated list of fields expected in the data object of an **ACTIONABLE** event.
Changes Take Effect: Immediately

A comma-separated list of fields expected in the data object of an **ACTIONABLE** event. The value of these fields will be added to the User Data of the **webengagement** Open Media interaction prior to submitting it into the Interaction Queue.

Starting with release 8.5.100.13, the following patterns are supported:

* to describe "all keys"
prefix_* to describe "all keys starting with prefix_"
***_suffix** to describe "all keys ending in _suffix"

keysToPropagate

Default Value:

Valid Values: Comma-separated list of fields expected in the data object of an ACTIONABLE event.
Changes Take Effect: Immediately

A comma-separated list of keys. The specified keys will be copied from the data object of ACTIONABLE event into the userData object of notification message and later attached as UserData of the chat interaction.

Starting with release 8.5.100.13, the following patterns are supported:

* to describe "all keys"
prefix_* to describe "all keys starting with prefix_"
*_suffix to describe "all keys ending in _suffix"