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Platform SDK Developer's Guide

CfgAgentInfo

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CfgAgentInfo

Description

CfgAgentInfo contains information about an Agent.

Attributes

- `placeDBID` — A unique identifier of the [Place](#) assigned to this agent by default. The place must belong to the same tenant as the person in question unless this Agent belongs to the tenant Environment (with `DBID=1`)
- `skillLevels` — A pointer to the list of the agent's skill levels (every item of this list is structured as [CfgSkillLevel](#)).
When used as an entry in [CfgDeltaAgentInfo](#) (see below), it is a pointer to a list of skill levels added to the existing list.
- `agentLogins` — A pointer to the list of the agent logins assigned to this agent (every item of this list is structured as [CfgAgentLoginInfo](#)).
When used as an entry in [CfgDeltaAgentInfo](#) (see below), it is a pointer to a list of agent logins added to the existing list.
- `capacityRuleDBID` — A unique identifier of the capacity rule ([CfgScript](#)) associated with this agent.
- `siteDBID` — A unique identifier of Site ([CfgFolder](#)) with which this Agent is associated.
- `contractDBID` — A unique identifier of Cost Contract ([CfgObjectiveTable](#)) with which this Agent is associated.