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Configuration Layer Objects Reference Guide

CfgEnumerator

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CfgEnumerator

Description

CfgEnumerator objects are available enumerations, such as MediaType, Service Type, and others.

Filter Keys

Filter Name	Type	Description
dbid	int	A unique identifier of an enumerator. If specified, Configuration Server will return information only about this enumerator.
name	string	System name of an enumerator. Shall be specified as a character string. If specified, Configuration Server will return information only about the enumerator(s) with that name.
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the enumerators that belong to this tenant.
state	int	Current state of an enumerator (see CfgObjectState). If specified, Configuration Server will return information only about enumerators that are currently in this state.
enumerator_type	int	A unique identifier of an enumerator type. If specified, Configuration Server will return information only about enumerators of this type.
display_name	string	Display name of an enumerator. Shall be specified as a character string. If specified, Configuration Server will return information only about the enumerator(s) with that display name.

Attributes

- **DBID** — An identifier of this object in the Configuration Database. Generated by Configuration Server and is unique within an object type. Identifiers of deleted objects are not used again. Read-only.
- **tenantDBID** — A unique identifier of the **CfgTenant** to which this enumerator is allocated. Mandatory. Once specified, cannot be changed.
- **name** — A pointer to the system name of the enumerator to be used primarily by Genesys applications. Mandatory. Must be unique within the tenant environment. Once specified, can not be changed.
- **description** — A pointer to the description of the enumerator.
- **state** — Current object state. Mandatory. Refer to **CfgObjectState**.
- **userProperties** — A pointer to the list of user-defined properties. Parameter **userProperties** has the following structure: Each key-value pair of the primary list (TKVList ***userProperties**) uses the key for the name of a user-defined section, and the value for a secondary list, that also has the TKVList structure and specifies the properties defined within that section.
- **type** — A type of the enumerator that enumerator belongs to. See **CfgEnumeratorType**.
- **displayName** — A pointer to the display name of the enumerator to be shown on GUI and in reports. Mandatory.

Comments

The table below provides a description of predefined **CfgEnumerator** objects (some fields are omitted for simplicity):

DBID	Tenant	Name	Display name	Type	Description
101	1(101)	MediaType	Media Type	1	Defines all available Media Types
102	1(101)	ServiceType	Service Type	1	Defines all available Service Types
103	1(101)	CustomerSegment	Customer Segment	1	Defines all available Customer Segments
104	1(101)	IVR Text To Speech Used	IVR Text To Speech Used	1	Defines IVR Text To Speech Used
105	1(101)	IVR Speech Recognition Used	IVR Speech Recognition Used	1	Defines IVR Speech Recognition Used
106	1(101)	IVR Application Name	IVR Application Name	1	Defines IVR Application Name

DBID	Tenant	Name	Display name	Type	Description
107	1(101)	IVR Technical Result	IVR Technical Result	1	Defines IVR Technical Result
108	1(101)	IVR Technical Result Reason	IVR Technical Result Reason	1	Defines IVR Technical Result Reason
109	1(101)	Case ID	Case ID	1	Defines Case ID
110	1(101)	Business Result	Business Result	1	Defines Business Result
111	1(101)	Root Interaction ID	Root Interaction ID	1	Root Interaction ID
112	1(101)	InteractionType	Interaction Type	1	Predefined list of interaction types supported by contact center
113	1(101)	InteractionSubtype	Interaction Subtype	1	Predefined list of interaction subtypes supported by contact center
114	1(101)	CategoryStructure	Category Structure	4	Customer defined
115	1(101)	ScreeningRules	Screening Rules	4	Customer defined
116	1(101)	EmailAccounts	Email Accounts	4	Customer defined
117	1(101)	StopProcessingReason	StopProcessing Reason	1	Predefined, extended by customer
118	1(101)	Language	Language	1	Extended by customer
119	1(101)	DispositionCode	Disposition Code	1	Customer defined
120	1(101)	ReasonCode	Reason Code	1	Customer defined
121	1(101)	InteractionAttributes	Interaction Attributes	1	List of predefined interaction attributes
122	1(101)	ContactAttributes	Contact Attributes	1	List of predefined contact attributes

In the GUI representation, the name "Enumerator" was replaced with "Business Attribute".

Deletion of Enumerator X will cause the following events set out in the order of arrival:

- Deletion of all Enumerator values of Enumerator X
- Deletion of all folders that had Enumerator X defined as the parent object
- Deletion of Enumerator X

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

```
<CfgEnumerator>
  <DBID value="101" />
  <tenantDBID value="1" />
  <name value="AnEnumerator" />
  <description value="Description" />
  <state value="1" />
  <type value="1" />
  <displayName value="An Enumerator" />
</CfgEnumerator>
```

See Also

[CfgDeltaEnumerator](#)

[CfgEnumeratorValue](#)