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Configuration Layer Objects Reference Guide

CfgPlace

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CfgPlace

Description

A *Place* is a location that has one or more DNs operated by a single agent.

Configure Places and assign individual DNs to them in order to monitor performance and availability of Agents, Agent Groups, and Place Groups, and to provide this information to call-processing applications.

A typical Agent Place consists of two DNs: one DN that an agent uses to take customer calls and another DN the agent uses to make consultation calls and transfers. If you are using the multimedia options of the Genesys products, Places may have to be equipped with DNs of other types, such as E-mail Address.

Make sure the configuration of Places in the Configuration Database always matches the actual wiring arrangements in the contact center.

Filter Keys

Filter Name	Type	Description
dbid	int	A unique identifier of a place. If specified, Configuration Server will return information only about this place.
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the places that belong to this tenant.
name	string	Name of a place. Shall be specified as a character string. If specified, Configuration Server will return information only about the place(s) with that name.
state	int	Current state of a place (see CfgObjectState). If specified, Configuration Server will return information only about places that are currently in this state.
group_dbid	int	A unique identifier of a place group. If specified, Configuration Server will return information only about the places that form this group.

Filter Name	Type	Description
dn_dbid	int	A unique identifier of a DN. If specified, Configuration Server will return information only about the place this DN is assigned to.
no_dn_dbid	int	Configuration Server will return information only about the place(s) without DNs assigned to.
person_dbid	int	A unique identifier of a person. If specified, Configuration Server will return information only about place associated with this person.

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 **Tenant** that this place belongs to. Mandatory. Once specified, cannot be changed.
- name — A pointer to the name of the place. Mandatory. Must be unique within the tenant.
- DNDBIDs — A pointer to the list of identifiers of the telephony objects that are assigned to this place. When used as an entry in **CfgDeltaPlace** (see below), it is a pointer to a list of identifiers of the objects added to the existing list. DNs assigned to the place must belong to the tenant specified by tenantDBID above. One DN cannot be assigned to more than one place. DNs of the following types cannot be included into a place: CFGACDQueue, CFGRoutingPoint, CFGVirtACDQueue, CFGVirtRoutingPoint, CFGTrunk, CFGTrunkGroup, CFGTieLine, CFGTieLineGroup, CFGExtRoutingPoint and CFGRoutingQueue. CFGDestinationLabel, CFGServiceNumber, CFGAccessResource.
- 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.
- capacityRuleDBID — A unique identifier of the capacity rule (**CfgScript**) associated with this place.
- siteDBID — A unique identifier of Site (**CfgFolder**) with which this Place is associated.
- contractDBID — A unique identifier of Cost Contract (**CfgObjectiveTable**) with which this Place is associated.

Comments

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

- Modification of placeDBIDs of all place groups that included Place X
- Modification of placeDBID of all persons who had Place X assigned as the default place
- Deletion of Place X

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

```
<CfgPlace>
  <DBID value="101" />
  <tenantDBID value="1" />
  <name value="001" />
  <DNDBIDs>
    <DBID value="102" />
  </DNDBIDs>
  <state value="1" />
  <capacityRuleDBID value="0" />
  <siteDBID value="0" />
  <contractDBID value="0" />
</CfgPlace>
```

See Also

[CfgDeltaPlace](#)

[CfgDN](#)

[CfgPlaceGroup](#)