Configuration Layer Objects
Reference Guide

CfgPlaceGroup

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CfgPlaceGroup

Description

You can group Places if, according to the call-processing algorithms, the calls have to be distributed among a set of Places under the control of CTI applications rather than through the ACD mechanisms of the Switch.

As an example, consider a call-parking service, where a routing application transfers a call to one of the ports assigned to a call-parking Place Group and attaches the information about the treatment to be applied to that call while it is parked.

Filter Keys

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

Attributes

- groupInfo — A pointer to the structure CfgGroup containing general information about this group.

Mandatory.

- placeDBIDs — A pointer to the list of identifiers of the Places that form this group. Note: Configuration Server does not place any restrictions regarding the types of DNs in the places that form a group.

Comments

The name of a place group must be unique within the tenant, but can coincide with the name of either an agent group or a DN group of the same tenant.

The name of a place group cannot be changed until there is at least one place listed in this group. See `placeDBIDs` property

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

- Modification of `campaignGroups` of all campaigns that included Place Group X
- Deletion of Place Group X

XML Representation

> **Tip**
> This XML was created using the Configuration Server 7.5 schema.

```
<CfgPlaceGroup>
        <CfgGroup>
                <DBID value="106" />
                <tenantDBID value="101" />
                <name value="APlaceGroup" />
                <capacityTableDBID value="0" />
                <quotaTableDBID value="0" />
                <state value="1" />
                <capacityRuleDBID value="0" />
                <siteDBID value="0" />
                <contractDBID value="0" />
        </CfgGroup>
        <placeDBIDs>
                <DBID value="111" />
                <DBID value="112" />
        </placeDBIDs>
</CfgPlaceGroup>
```

See Also

CfgDeltaPlaceGroup

CfgPlace