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Configuration Layer Objects Reference Guide

CfgScript

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CfgScript

Description

Scripts identify processing scenarios or treatments that can be applied to customer interactions.

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 script(s) that belong to this tenant.
script_type	int	Type of the script (see CfgScriptType). If specified, Configuration Server will return information only about the script(s) of this type.
state	int	Current state of a script (see CfgObjectState). If specified, Configuration Server will return information only about scripts that are currently in this state.
dbid	int	A unique identifier of a script. If specified, Configuration Server will return information only about this script.
name	string	Name of a script. Shall be specified as a character string. If specified, Configuration Server will return information only about the script(s) with that name.
capacity_tenant_dbid	int	A unique identifier of Tenant. If specified, Configuration Server will return information only about the script that is associated with specified tenant.
capacity_agent_dbid	int	A unique identifier of Person/ Agent. If specified, Configuration Server will return information only about the script that is associated with specified agent.
capacity_agent_group_dbid	int	Unique identifier of an

Filter Name	Type	Description
		AgentGroup. If specified, Configuration Server will return information only about the script that associated with agent group.
capacity_place_dbid	int	Unique identifier of a Place. If specified, Configuration Server will return information only about the script that is associated with specified place.
capacity_place_group_dbid	int	Unique identifier of a PlaceGroup. If specified, Configuration Server will return information only about the script that is associated with specified place group.
exclude_bytecode	int	A flag controlling how the bytecode binary option from the userPropertiesInsert text field will be returned. If set in the filter, Configuration Server will return an empty list under this option without regard to the actual content.

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.
- name — A pointer to the name of the script. Mandatory. Must be unique within the tenant.
- tenantDBID — A unique identifier of the [CfgTenant](#) Tenant this script belongs to. Mandatory. Once specified, cannot be changed.
- index — Script index.
- type — Type of this script. Mandatory. Once specified, cannot be changed. See type [CfgScriptType](#).
- contactPersonDBID — Not in use.
- 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.
- resources — A pointer to the list of the objects associated with this Host (every item of this list is structured as [CfgObjectResource](#)).
When used as an entry in [CfgDeltaHost](#), it is a pointer to a list of resources added to the existing list. Only objects of the following types can be associated with Script object through resources:
 - [CfgAppPrototype](#)
 - [CfgScript](#)

Comments

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

- Modification of campaigns that had scriptDBID field set to Script X
- Modification of campaign groups that had scriptDBID field set to Script X
- Modification of calling lists that had scriptDBID field set to Script X
- Modification of voice prompts that had scriptDBID field set to Script X
- Modification of alarm conditions that had scriptDBID field set to Script X
- Modification of alarm conditions that had to Script X included in their reactionScriptDBIDs or clearanceScriptDBIDs field
- Modification of agents that had capacityRuleDBID field set to Script X
- Modification of places that had capacityRuleDBID field set to Script X
- Modification of agent groups that had capacityRuleDBID field set to Script X
- Modification of place groups that had capacityRuleDBID field set to Script X
- Modification of tenants that had defaultCapacityRuleDBID field set to Script X
- Deletion of Script X

XML Representation

Important

This XML was created using the Configuration Server 7.5 schema.2

```
<CfgScript>
  <DBID value="101" />
  <name value="Script" />
  <tenantDBID value="101" />
  <index value="0" />
  <type value="5" />
  <contactPersonDBID value="0" />
  <state value="1" />
  <userProperties>
    <list_pair key="Property">
      <str_pair key="key" value="value" />
    </list_pair>
  </userProperties>
</CfgScript>
```

See Also

[CfgDeltaScript](#)