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Configuration Layer Objects Reference Guide

CfgEnumeratorValue

Contents

- [1 CfgEnumeratorValue](#)
 - [1.1 Description](#)
 - [1.2 Filter Keys](#)
 - [1.3 Attributes](#)
 - [1.4 Comments](#)
 - [1.5 XML Representation](#)
 - [1.6 See Also](#)

CfgEnumeratorValue

Description

CfgEnumeratorValue objects contain all of the values for all available enumerators.

Filter Keys

Filter Name	Type	Description
enumerator_dbid	int	A unique identifier of an enumerator. If specified, Configuration Server will return information only about enumerator values for this enumerator.
default_value	int	A default value of an enumerator. If specified, Configuration Server will return information only about enumerator values with this flag set to CFGTrue.
dbid	int	A unique identifier of an enumerator value. If specified, Configuration Server will return information only about this enumerator value.
name	string	System name of an enumerator value. Shall be specified as a character string. If specified, Configuration Server will return information only about the enumerator value(s) with that name.
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the enumerator values that belong to this tenant.
state	int	Current state of a enumerator value(see CfgObjectState). If specified, Configuration Server will return information only about enumerator values that are currently in this state.
display_name	string	Display name of an enumerator

Filter Name	Type	Description
		value. 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.
- **enumeratorDBID** — A unique identifier of the **CfgEnumerator** to which this value is allocated. Mandatory. Once specified, cannot be changed.
- **tenantDBID** — A unique identifier of the **CfgTenant** to which this enumerator value 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 enumerator object. Once specified, can not be changed.
- **description** — A pointer to the description of the enumerator value.
- **isDefault** — An indicator whether the value is default. See **CfgFlag**.
- **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.
- **displayName** — A pointer to the display name of the enumerator to be shown on GUI and in reports. Mandatory.

Comments

The Following table specifies predefined **CfgEnumeratorValue** objects (some fields are omitted for simplicity) and ranges for each Enumerator:

DBID	Enumerator	Name	Display name	Is default?	Description
100	101	Voice	voice	No	Media Voice
101	101	Voip	voip	No	Media Voice over IP
102	101	Email	email	No	Media EMail
103	101	Vmail	vmail	No	Media Voice Mail
104	101	Smail	smail	No	Media Scanned

DBID	Enumerator	Name	Display name	Is default?	Description
					Mail
105	101	Chat	chat	No	Media Chat
106	101	Video	video	No	Media Video
107	101	Cobrowsing	cobrowsing	No	Media Cobrowsing
108	101	Whiteboard	whiteboard	No	Media Whiteboard
109	101	Appsharing	appsharing	No	Media Application Sharing
110	101	Webform	webform	No	Media Web Form
111	101	Workitem	workitem	No	Media Workitem
112	101	Callback	callback	No	Media Callback
113	101	Fax	fax	No	Media Fax
114	101	Imchat	imchat	No	Media IMChat
115	101	Busevent	busevent	No	Media Business Event
116	101	Alert	alert	No	Media Alert
117	101	Sms	sms	No	Media SMS
118	101	Any	any	Yes	Media Any
119	101	Auxwork	auxwork	No	Media AuxWork
200	102	Default	default	Yes	Service Type Default
300	103	Default	default	Yes	Customer Segment Default
350	104	Unknown	unknown	Yes	IVR Text To Speech Used Default
353	104	Unknown	unknown	Yes	IVR Speech Recognition Used Default
400	112	Inbound	Inbound	No	Interactions received by contact center from outside clients
401	112	Outbound	Outbound	No	Interactions sent from contact center to external clients
402	112	Internal	Internal	No	Internal

DBID	Enumerator	Name	Display name	Is default?	Description
					interactions between contact center correspondents
403	113	InboundNew	Inbound New	No	New incoming email. Starts a new thread
404	113	InboundCustomerReply	Customer Reply	No	Reply from a customer
405	113	InboundCollaborationReply	Inbound Collaboration Reply	No	Reply from an external source
406	113	InboundNDR	NDR	No	Error message sent back to the system by SMTP server chain
407	113	OutboundNew	Outbound New	No	New message from Contact Center to a customer
408	113	OutboundReply	Reply	No	Reply from Contact Center to a customer
409	113	OutboundAcknowledgement	Acknowledgement	No	Ack message sent to customer by Contact Center
410	113	OutboundAutoResponse	Auto Response	No	Automated reply from Contact Center to a customer
411	113	OutboundRedirect	Redirect	No	Message redirect to an external resource. No reply expected.
412	113	OutboundCollaborationInvite	Outbound Collaboration Invite	No	New message to an external resource
413	113	InternalCollaborationInvite	Internal Collaboration Invite	No	New message to an internal resource
414	113	InternalCollaborationReply	Internal Collaboration Reply	No	Reply from an internal resource
415	117	Normal	Normal	No	StopProcessing Reason Normal
416	117	AutoResponded	Auto	No	StopProcessing

DBID	Enumerator	Name	Display name	Is default?	Description
			Responded		Reason Auto Responded
417	117	Terminated	Terminated	No	StopProcessing Reason Terminated
418	117	Sent	Sent	No	StopProcessing Reason Sent
419	117	Forwarded	Forwarded	No	StopProcessing Reason Forwarded
420	117	Re-directed	Re-directed	No	StopProcessing Reason Re-directed
421	118	English	English	No	Language English
422	121	Priority	Priority	No	Interaction Attributes Priority
423	121	Category	Category	No	Interaction Attributes Category
424	121	ServiceType	Service Type	No	Interaction Attributes Service Type
425	121	MediaType	Media Type	No	Interaction Attributes Media Type
426	121	InteractionType	Interaction Type	No	Interaction Attributes Interaction Type
427	121	InteractionSubtype	Interaction Subtype	No	Interaction Attributes Interaction Subtype
428	121	Language	Language	No	Interaction Attributes Language
429	121	StopProcessing-Reason	StopProcessing Reason	No	Interaction Attributes StopProcessing Reason
430	121	DispositionCode	Disposition Code	No	Interaction Attributes Disposition Code
431	121	ReasonCode	Reason Code	No	Interaction Attributes

DBID	Enumerator	Name	Display name	Is default?	Description
					Reason Code
432	122	FirstName	First Name	No	Contact Attributes First Name
433	122	LastName	Last Name	No	Contact Attributes Last Name
434	122	Title	Title	No	Contact Attributes Title
435	122	EmailAddress	Email Address	No	Contact Attributes E-mail Address
436	122	PhoneNumber	Phone Number	No	Contact Attributes Phone Number
437	122	AccountNumber	Account Number	No	Contact Attributes Account Number
438	122	ContactId	Contact ID	No	Contact Attributes Contact ID
439	122	CustomerSegment	Customer Segment	No	Contact Attributes Customer Segment
440	122	PIN	PIN	No	Contact Attributes PIN

On the GUI representation, the name "EnumeratorValue" was replaced with "Attribute Value".

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

```
<CfgEnumeratorValue>
  <DBID value="100" />
  <enumeratorDBID value="101" />
  <tenantDBID value="1" />
  <name value="a_value" />
  <description value="Description" />
</CfgEnumeratorValue>
```

```
<isDefault value="1" />
<state value="1" />
<displayName value="A Value" />
</CfgEnumeratorValue>
```

See Also

[CfgDeltaEnumeratorValue](#)

[CfgEnumerator](#)