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# Real-time Reporting with Pulse

Template Function Library

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## Contents

- 1 GetAgentNonVoiceStatus(state, media) → {string}
  - 1.1 Parameters:
  - 1.2 Returns:
- 2 GetAgentVoiceStatus(state) → {string}
  - 2.1 Parameters:
  - 2.2 Returns:
- 3 GetANI(state, switchID) → {string}
  - 3.1 Parameters:
  - 3.2 Returns:
- 4 GetBusinessResult(state)
  - 4.1 Parameters:
  - 4.2 Returns:
- 5 GetCustomerSegment(state)
  - 5.1 Parameters:
  - 5.2 Returns:
- 6 GetDNIS(state, switchID) → {string}
  - 6.1 Parameters:
  - 6.2 Returns:
- 7 GetEmployeeId(state) → {string}
  - 7.1 Parameters:
  - 7.2 Returns:
- 8 GetExtension(state) → {string}
  - 8.1 Parameters:
  - 8.2 Returns:
- 9 GetLoginId(state) → {string}
  - 9.1 Parameters:
  - 9.2 Returns:
- 10 GetPlace(state) → {string}
  - 10.1 Parameters:
  - 10.2 Returns:

- 
- 11 GetPosition(state) → {string}
    - 11.1 Parameters:
    - 11.2 Returns:
  - 12 GetReasonCodes(state) → {string}
    - 12.1 Parameters:
    - 12.2 Returns:
  - 13 GetServiceSubType(state)
    - 13.1 Parameters:
    - 13.2 Returns:
  - 14 GetServiceType(state)
    - 14.1 Parameters:
    - 14.2 Returns:
  - 15 GetStatusDuration(state) → {Number}
    - 15.1 Parameters:
    - 15.2 Returns:
  - 16 GetSwitches(state, sep)
    - 16.1 Parameters:
    - 16.2 Returns:
  - 17 GetUserDataValue(state, key)
    - 17.1 Parameters:
    - 17.2 Returns:
    - 17.3 Example:



- Supervisor

Functions that you can use to customize templates.

### Related documentation:

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Once you know how to use formulas, you can use this function library as reference for additional customization.

Below is a function library for Genesys Pulse standard templates as automatically generated from Genesys Pulse, starting with release 8.5.102.02.

GetAgentNonVoiceStatus(state, media) → {string}

Get agent's status name for the media other than Voice.

#### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).
media	string	Media name.

#### Returns:

*Status name*, if **state** and **media** are available, *empty string* if information about given media is not available in the given current state, *null* if **state** is null or not an agent state, or **media** is null, not specified or empty.

Type = string

GetAgentVoiceStatus(state) → {string}

Get agent's status name for the Voice media.

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Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

Returns:

*Status name*, if **state** is available, *null* if **state** is null or not an agent state.

Type = string

GetANI(state, switchID) → {string}

Get a first available ANI attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
state	AgentCurrentState		Current state of the agent (typically, <b>Value</b> of the appropriate statistic).
switchID	string		Optional switch name to limit the search.

Returns:

*ANI value*, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetBusinessResult(state)

Get "Business Result" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

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Returns:

*Business Result value*, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

## GetCustomerSegment(state)

Get "CustomerSegment" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

Returns:

*CustomerSegment value*, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

## GetDNIS(state, switchID) → {string}

Get a first available DNIS attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
state	AgentCurrentState		Current state of the agent (typically, <b>Value</b> of the appropriate statistic).
switchID	string		Optional switch name to limit the search.

Returns:

*DNIS value*, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

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## GetEmployeeId(state) → {string}

Get agent's Employee ID designated in the given agent state.

### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic)

### Returns:

*Agent's Employee ID*, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

## GetExtension(state) → {string}

Get agent's Extension designated in the given agent state.

### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic)

### Returns:

*Agent's Extension*, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

## GetLoginId(state) → {string}

Get agent's Login ID designated in the given agent state.

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Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic)

Returns:

*Agent's Login ID*, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPlace(state) → {string}

Get agent's place designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

Returns:

*Agent's Place name*, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPosition(state) → {string}

Get agent's ACD Position designated in the given agent state.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic)

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### Returns:

*Agent's ACD Position*, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

### GetReasonCodes(state) → {string}

Get reason codes corresponding to the current status of the agent from all media types. Reason codes can be obtained only for the following agent statuses: LoggedIn, AfterCallWork, NotReadyForNextCall, WaitForNextCall.

### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

### Returns:

*Reason codes*, splitted by '; ', if available, *empty string* if reason code is not available, *null* if **state** is null or not an agent state.

Type = string

### GetServiceSubType(state)

Get "ServiceSubType" user data value.

### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

### Returns:

*ServiceSubType value*, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

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## GetServiceType(state)

Get "ServiceType" user data value.

### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).

### Returns:

*ServiceType value*, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

## GetStatusDuration(state) → {Number}

Get duration of the current status of the agent.

### Parameters:

Name	Description
state	Current state of the agent, agent group, DN or campaign (typically, <b>Value</b> of the appropriate statistic).

### Returns:

*Duration*, in seconds, if **state** is available, *null* if **state** is null.

Type = Number

## GetSwitches(state, sep)

Get list of switches where agent is logged in.

### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent

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Name	Type	Description
		(typically, <b>Value</b> of the appropriate statistic).
sep	string	Separator to use. Default is ;.

#### Returns:

*List of switches*, if available, *empty string*, if agent is completely logged out, *null* if **state** is null or not an agent state.

### GetUserDataValue(state, key)

Get value of the first found user data with given key.

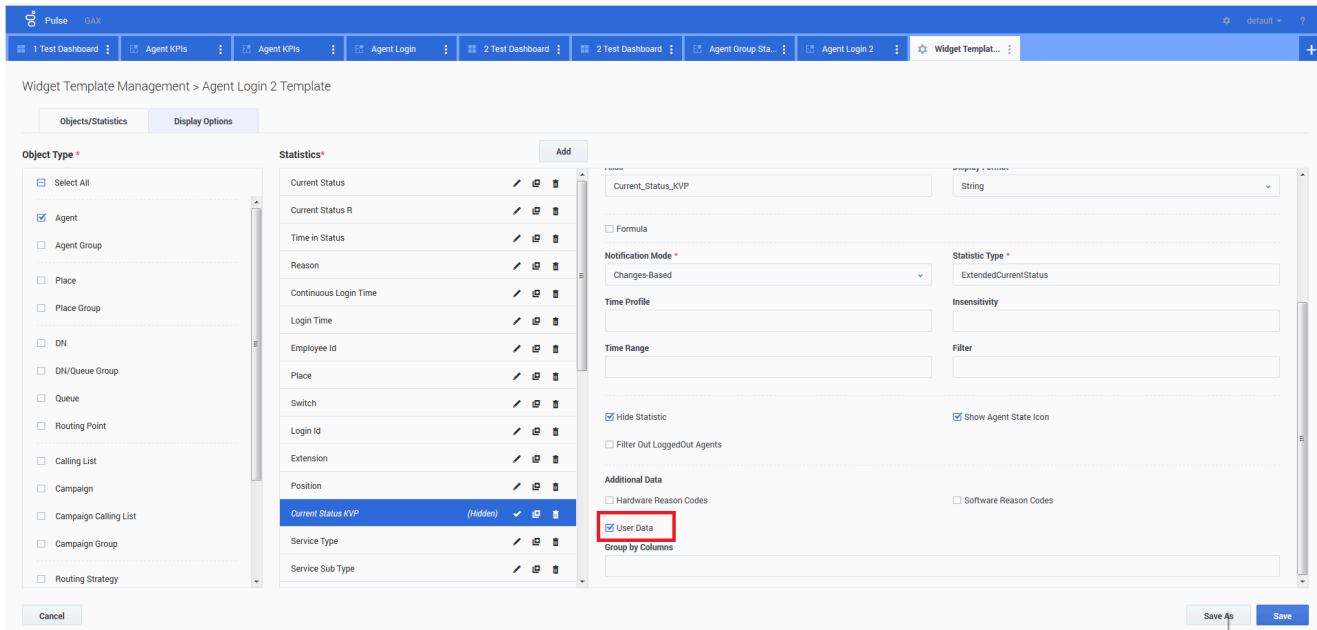
#### Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, <b>Value</b> of the appropriate statistic).
key	string	User data key

#### Returns:

*User data value*, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state or **key** is null.

In order to correctly use the `GetUserDataValue(state, key)` function, check the User Data checkbox in the Current state (state) statistic options:



## Example:

The Current\_Status statistic is defined by Stat Server options properties. The ExtendedCurrentStatus statistic type, defined below, returns a specific object that can be further analyzed.

### [ExtendedCurrentStatus]

```
Category=CurrentState
MainMask=*
Objects=Agent
Subject=DNAction
```

You can display the value of the attached User Data using the Current\_Status statistic.

Formula: Get value of attached User Data with key 'NAME'  
 Result = G.GetUserDataValue(Data.Current\_Status.Value, '**NAME**');