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# Real-time Reporting with Pulse

Template Function Library

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- 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.

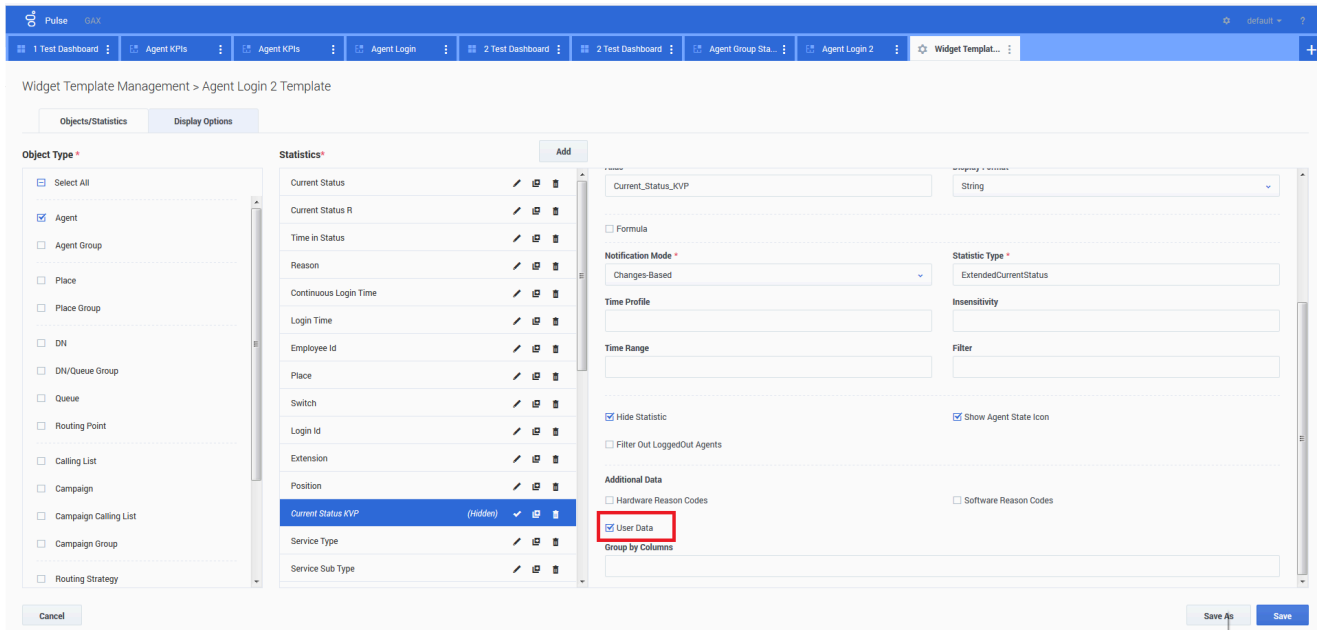
#### Parameters:

| 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**');