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Real-time Reporting with Pulse

Template Function Library

9/22/2024

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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, Value 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.

Parameters:

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

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, Value 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, Value 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

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, Value 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, Value 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.

Parameters:

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

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, Value 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, Value 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.

GetServiceType(state)

Get "ServiceType" user data value.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value 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, Value 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

Name	Type	Description
		(typically, Value 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.

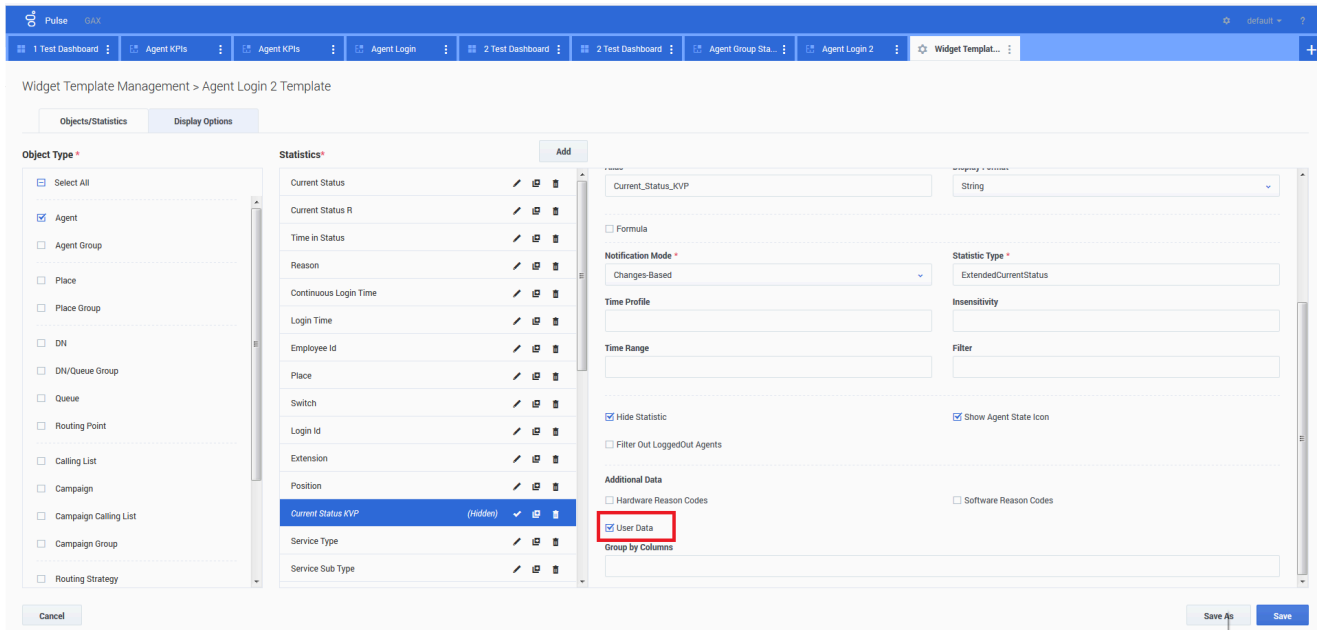
Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, Value 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**');